



## Inspection Report on

**Liberty Care Flintshire Ltd**

**Liberty Care Flintshire Ltd  
The Podium  
Ambrose Lloyd Centre  
Mold  
CH7 1NP**

**Date Inspection Completed**

**19 October 2020**

**Welsh Government © Crown copyright 2020.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Liberty Care Flintshire Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Liberty Care (Flintshire) Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18 December 2017
Does this service provide the Welsh Language active offer?	No

### Summary

People are happy with the support they receive from Liberty Care. They told us carers are usually on time, support provided is not rushed and they are treated with dignity and respect by friendly staff. Personal care plans provide good detail about how to meet people's needs, although they should contain more detail about an individual's health conditions and how to manage risks.

People receive support from a well managed service. Staff are recruited safely and receive the necessary training to be skilled in their roles. They receive regular supervision to ensure they are well supported. Staff spoken to were enthusiastic about their roles, and the support they received from the management team. The Responsible Individual has good oversight of the service, although their quality of care reports could be improved to reflect this. They have a range of policies in place to guide staff, and some should include more detail to improve their clarity.

## Well-being

People told us they feel they are treated with dignity and respect. They told us staff are friendly, and that office staff are approachable and helpful. People said they know who to raise any issues with, and that they would be listened to. Personal plans and one page profiles show peoples individual circumstances are well understood and important in how support is provided.

There are good measures in place to protect people receiving a service. There are good recruitment processes in place and staff are trained on safeguarding. Care plans detail how to access people's homes and to ensure the security of the home. There are good infection control measures in place to protect individuals and care workers. Risk assessments are in place for key elements of care, although these should be more personalised.

People who require support in welsh have some opportunities to achieve this. The service currently does not have many service users who are welsh speakers and there are two care workers who can meet this need at present. Staff are committed to accessing courses to learn welsh, but these have been put on hold due to the coronavirus pandemic. There is a clear intention to work toward the active offer of welsh for people who use the service.

## Care and Development

The service has a well-developed system to confirm they are able to meet individuals' needs and support people to achieve their personal outcomes. The Commencement of Service Policy contains good detail and emphasis on involving the service user. A family member we spoke with told us they were very pleased about how their family member and they were consulted about what service was required. We saw personal care plans that showed a lot of information was gained about the person and how they wanted their care.

Individuals are provided with good quality of care and support they need and their personal wishes are known to the care workers who support them. Personal care plans contain comprehensive details about how to support people and are reviewed 3 monthly. However they should include more detail about how health conditions impact on the individual. Risk plans were found to be too generic and in some cases needing more detail. People receiving a service told us they are happy with their support, and did not feel rushed. They described the care workers as kind and respectful, one person said "*They are more like friends than carers.*"

The service has safe systems for medicines management. They have a robust policy in place describing procedures to be followed. Medication records are audited when they are returned to the office. Senior staff observe care workers practice when carrying out supervision in people's homes.

The service promotes hygienic practices and manages risk of infection well. Since the coronavirus pandemic they have introduced an additional policy to advise staff on extra precautions required. This fits in with the services infection control policy and policy on protective clothing. Care workers confirmed they have access to sufficient PPE and people receiving service said they felt safe with the current practices in place.

There are good mechanisms in place to safeguard vulnerable individuals to whom the service provides care and support. They have a safeguarding policy, however it needs minor revisions to ensure it is all in line within national guidelines. Staff are aware of the policy and receive training on safeguarding. Care workers told us they would feel confident to report any issues to the managers of the service. People told us they felt safe with the care workers.

## Leadership and Management

The service is provided in accordance with the statement of purpose. This document clearly describes who the service is for and how it will be delivered. People are given information that describes the service and how to make a complaint and this is kept in their homes.

The Responsible Individual (RI) has good oversight of the service. The RI, who is also the manager, is a key part of the management of the service, and is in regular contact with care workers and customers. Care workers told us that the manager and the management team are supportive and approachable. The RI regularly reviews the service and if it is meeting its outcomes. The quality of care report should better evidence the range of checks that are carried out. We saw all the required policies are in place, however we advised the RI that some of these should be improved to ensure they contain sufficient detail to guide staff. The RI told us they deal with complaints when they are received by the office. We advised them to consider any issues given to company personnel as a potential complaint and record how it was dealt with.

Individuals are supported by a service that has sufficient numbers of staff who are suitably fit and have the knowledge, competency and skills to meet their needs. We saw records that showed required checks are carried out prior to commencing employment. It was acknowledged that getting references during the coronavirus pandemic was difficult. As the service has in-house training for most subjects, care workers training is mostly up to date and they told us they felt they had sufficient training. We saw that staff receive regular supervision, and this includes observation of their practice and feedback is provided. Care workers are not offered a choice of contractual arrangements at present; all are on zero hours contracts. We advised the RI they should check how this can be addressed so they can be compliant with regulations.

The service ensures travel time and care time are delineated. Care workers told us they have sufficient time to travel between calls. People who receive a service told us that care workers are usually on time, and are not rushed in care delivery, with enough time to complete the support required. Some people receiving a service told us they would like to have more consistent care staff. The RI explained that due to the current coronavirus pandemic it is difficult to maintain consistency of staff. Where possible they try to minimise the number of carers who visit each service user.

---

**Areas for improvement and action at the previous inspection**

None

**Areas where immediate action is required**

None

**Areas where improvement is required**

None

**Date Published 12/11/2020**