Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Bespoke Senior Care Limited ta Home Instead Senior Care (Cowbridge, Pontyclun and Pontypridd)

Castle House
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Cardiff Road
Cardiff
CF15 7RD

Date Inspection Completed

19 January 2021

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About Bespoke Senior Care Limited ta Home Instead Senior Care (Cowbridge, Pontyclun and Pontypridd)

Type of care provided	Domiciliary Support Service
Registered Provider	Bespoke Senior Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection post-registration under Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	Working towards: The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Bespoke Senior Care Limited provides care and support for people who live in their own home in the Cardiff and the Vale area. Stephanie Davies is the Responsible Individual (RI) for the service. A manager who has registered with Social Care Wales (the workforce regulator) is in place. The office of the service is in Taffs Well.
This report covers the service that the provider registered for Cardiff and the Vale partnership area.

The service provides person centred care and support of a high standard. People using the service, and their relatives, say they are very happy with the support provided. Staff are caring, respectful and skilled. They know the needs and preferences of people they care for well. Staff have comprehensive training, good support from management, and appear happy working at the service. Management is approachable, responsive and good at communicating with staff, people who use the service, and their relatives.

Well-being

The service supports the rights and choices of people, so they can stay as independent as possible, do things that matter to them, and feel valued in society.
People are routinely involved in the planning of their care by the service, and the support they receive reflects their individual situation and wishes. Risk assessments are part of the care plan; they identify peoples' particular vulnerabilities, and strategies for protecting them from harm. Care plans and risk assessments are person centred, detailed, and contain the relevant information, so people can have meaningful outcomes.

The service has appropriate infection control measures in place and care workers are using appropriate PPE to reduce the risk of infection. People say they feel safe and one relative said "*the care workers always wash their hands and have a mask on*".

We heard positive feedback about the care people receive, and the reliability of the care workers. People and their relatives also speak well of the service's staff and management, saying "*everybody is very good to me*" and "*they are wonderful*". Care workers are described as "*lovely, patient and polite*", as well as considerate about the situation, wishes and dignity of the person they support.

Systems are in place to safeguard people from harm. Staff have training to recognise signs of neglect, abuse and poor mental or physical health; they know their safeguarding responsibilities and can act appropriately.

Bespoke Senior Care state they are working towards providing the Active Offer of the Welsh language. Currently one person receives their care delivery in Welsh.
The service is active and integrated in the community.

Care and Development

The service provides a high standard of care and support to people. We spoke with a number of people and relatives, and their overall opinion of the service is positive. People say they feel comfortable and safe with the staff who provide their support. They, and their relatives, are complimentary about the staff and management of the service, saying they "*are very obliging*", "*pay attention to me*" and "*go over and above".*

The service conducts thorough pre-admission assessments, which identify wishes and needs with each prospective person, and then develops their individual care plans, visit schedules and service agreements.

The care plans are informative, person centred and in-depth, giving a clear picture of the persons' needs, likes, and what matters to them. They also contain individual risk assessments, to identify vulnerabilities for the person and their care workers, and set out ways to keep people safe. Plans and assessments are regularly reviewed, as well as updated when the person's needs change. The service routinely involves the person and their representatives in this process.

The service has up-to-date infection control measures and procedures. Staff receive relevant training and are provided with the correct personal protective equipment (PPE) to reduce the risk of infections. They told us there are always sufficient supplies of PPE for them to use.

Policies, guidance, and staff training for medication administration are in place to ensure safe practice. Medication administration records have regular audits so the service can take action if there are any shortfalls, for example by retraining or updating staff.

Many staff members have been in the service a number of years and this creates good continuity of care. Since staff know people well, they can recognise deterioration in their health and well-being, and act accordingly.

Leadership and Management

The service ensures staff are fit to work with vulnerable people. Staff files indicate appropriate recruitment and contain the legally required information. Staff do not start work until all their pre-employment checks are completed. Care staff have relevant qualifications and are registered with Social Care Wales.

New staff go through a comprehensive induction programme. All staff have ongoing mandatory, and specialised, training. Additional online training is in place since the Covid-19 outbreak with further training and refresher courses scheduled. If a person has specific needs, their care workers get the relevant training or support. Staff are positive about their training, saying they feel competent and comfortable in their roles.
Staff also have supervision to identify support they might require, discuss any issues and reflect on their performance. They find management supportive and feel valued, telling us: "*I enjoy working here"*, *"I feel the management has my back"* and *"there is always an open door".* Management encourages feedback from staff and discusses ideas for improvements or innovations in an informal manner. Turnover of care workers is low and therefore the continuity of care is good.

A selection of relevant reports and documentation showed us that administration is well organised. Audits are regular and pertinent. Policies, including complaints, incidents, medication and safeguarding, are in place. The RI takes an active role in the running of the service, has good oversight, and is up to date with regulatory requirements. The standing arrangements for governance, auditing and quality assurance help the service to run well and deliver good care. These systems also allow the service to self-evaluate, and identify areas to improve and develop. The service offers various formal and informal opportunities for people and their representatives to ask questions and give feedback.

The service provides good information to the public: a detailed Statement of Purpose sets out the service's aims, value, and delivery of supports. A written guide is also available which has practical information about the service, the care and support it provides, and how to access advocacy support.

Environment

A domiciliary care service inspection does not consider the environment. However, to note the service has secure space for record keeping, and rooms available for meetings, private conversations, staff training and supervision.

Areas for improvement and action at, or since the previous inspection		
None		

Areas where immediate action is required	
None	

Areas where improvement is required	
None	

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