



Inspection Report on

Gofal Seibiant Care Ltd

**44-46 High Street
Gofal Seibiant Care Ltd
Llangefni
LL77 7NA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

06/05/2021

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About Gofal Seibiant Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Gofal Seibiant Care Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	11 September 2017
Does this service provide the Welsh Language active offer?	Working Towards This is a service demonstrating a significant effort to promoting the use of the Welsh language and culture.

Summary

People's well-being is a priority of the service provider. People report they receive a good service and are happy with the care they receive. There is sufficient care staff who feel supported and efficiently trained. The manager and responsible individual are passionate about the service they provide and ensure people receive the right care. There is effective oversight of the management of the service and providers invest in the service where possible.

Well-being

People have control over their day to day lives. We spoke with two people and three family members who told us they are happy with the care they receive; they feel supported by care staff, feel listened to and are treated with respect by care staff. We reviewed three care files, which show the care people receive is planned around individual need. We evidenced management and care staff working closely with partner agencies, to ensure individual choices and care needs are met. The care is provided within people's homes.

People are as healthy and active as they chose to be. One person told us they feel supported to continue with their daily routine. The care provided is tailored to people's individual choices and need. People are encouraged and supported to stay in contact with family and friends; people told us care staff support them to telephone or face time. Care staff are effective in communicating information, on behalf of family, friends and professionals. Management ensure people receive timely care, support and links to health professionals.

People are protected from harm and neglect. Care records we viewed showed they are updated in line with requirement, and when/if care needs change. We evidenced timely action taken to prevent risk of harm when care needs change. Three care staff told us they know what to do if concerned for someone and are trained in safeguarding. Care staff records and the service training programme show they are trained within required timeframes. People who use the service are told how to make their own concerns know and the service guide has information about how to do so. We found effective communication about safeguarding concerns to appropriate agencies including Care Inspectorate Wales.

Care staff have opportunities to learn and develop via the service training programme. We found care staff are experienced and skilful in supporting people to do what matters to them. Care staff told they felt well supported and trained. Management have efficient oversight of the training and supporting of care staff.

People told us they know their carer's and are happy with the care they receive. Care records indicate consideration has been given to people's routine and contact with family and friends. Records also indicate consideration and care has been given to arrangements being safe and in line with infection control requirements, in light of the current pandemic.

Care and Development

The personal plans we viewed are up to date, accurate and detailed. People, family and professionals are involved in the development of individual care plans. Care records evidence people's wishes and beliefs are considered and supported. Care records indicate people are supported to be as independent as possible. One person told us, "*I have always been happy with the care I receive.*" Three care staff told us copies of people's care records are kept in people's houses and are updated during every visit by the carer. Care records show care staff record accurately and clearly during each call. These records show detail of how people are assisted with everyday life, including, meals and mobilizing.

People receive good quality care. Care records show care is planned around individual need. Care staff told us they work closely with professionals to ensure people get the care they need and want. Health and social care professionals said care staff and management are effective in working together and communicating in regard to people's care needs and wishes. We observed confidential electronic evidence of communication between management and care staff about people's care needs.

People have access to care professionals. The care records we viewed show evidence, a variety of professionals are involved in their care. One person told us they feel confident that care staff will contact health professionals when needed. Care staff told us they report any changes in care needs. Care records show appropriate referrals are made when needed and demonstrated changes were made when care needs deteriorated or improved. We found reference to risk assessments when care and records needs change. Care records are clearly recorded and organised.

The service promotes hygienic practices and manages risk of infection. We found evidence of effective infection control; policies and procedures for infection control are up to date with current guidance. Three care staff told us they felt confident and were trained in following infection control procedures, including food handling, hand washing and sanitisation, donning and doffing, use of PPE, and social distancing. People we spoke with felt they are safe and the service manage infection control well. Management reported, "*We are proud to have kept people and care staff safe*".

The service follows safe medicine management. We viewed the service medication policy and procedures which were up to date and in line with current legislation. These policies

include guidance to support people to take their medication independently. Care staff told us they are trained in medication administration and work closely with health professionals when guidance and training is needed. We found systems in place for management to regularly check medication administration. We viewed a sample of Medication Administration Record (MAR) charts which show effective and accurate recording by care staff. People we spoke with told us they felt confident in being assisted by care staff to take their medication.

Leadership and Management

The service provider ensures efficient governance arrangements to support the delivery of a quality service. We reviewed a sample of the service policy and procedures which were in line with the service statement of purpose; all documents viewed, are up to date with regulation. The care records we reviewed show evidence of thorough assessment of need before people use the service; the planning of care involves people, their friends, family and relevant professionals. Monitoring of care is timely; we evidenced care records are updated and altered if/ when care needs change. Care staff we spoke with are clear and have received guidance about how the service monitors the care provided. People told us they felt the service they receive is of good reliable quality.

Arrangements are in place for effective oversight of the service through an ongoing monitoring of quality process. The responsible individual has arrangements in place to assess, monitor and improve service delivery, including feedback from people receiving a service, monthly monitoring by the manager. We reviewed service policies, procedures and the service guide, which referred to the monitoring processes we reviewed. Care staff receive training in line with the service policies and procedures. We evidenced the responsible individual requests feedback from, their families and professionals; this is reflected in the responsible individual's report.

The service provider has effective oversight of financial arrangements and investment in the service so that it is financially sustainable and supports people and staff to be safe. The provider invested in a new office as a base for the service. This was bought to ensure the safety of care staff and people, in light of the pandemic. We evidenced weekly review of service finances. This demonstrated further investment if profits are made. We saw the monthly monitoring documents demonstrated recruitment of staff. We also evidenced further planning to review a more efficient way of travel expenses and lease cars. Audits of service finance show plans for efficient financial management.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills and qualifications to provide good quality care. We found there are measures in place to ensure sufficient staffing at all times. We evidenced appropriate action and measures put in the event of staff sickness, missed or late calls. We found care staff are safely recruited, experienced and trained. Care staff receive a full induction namely "All Wales Induction Framework". Care staff are supervised within required timeframes; care staff told us they felt supported, both formally and informally. We viewed the training programme, which showed care staff are up to date with required training and we saw the plan for staff training (2021-2022). We saw training in infection control is prioritised in light of the pandemic. We found people receive care from the same staff who know them well. The provider stated, "*We aim to provide the care people need and also what people want*".

The service providers have appropriate arrangements in place to notify relevant regulatory bodies and statutory agencies, where there are concerns and significant events affecting individuals. Care Inspectorate Wales (CIW) receive timely and appropriate notifications. We reviewed the service copy of incidents which are consistent to records notified to CIW. We found efficient and appropriate actions taken by the service provider in response.

Environment

The provider has recently purchased an office where care staff and families can access safely. This is situated in the centre of Llangefni. Training and supervision is provided in this building. There are other offices in Amlwch and Nefyn.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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