



Inspection Report on

Q care and special care limited

**2b
Sandy Lane
Prestatyn
LL19 7SG**

Date Inspection Completed

09/02/2021

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About Q care and special care limited

Type of care provided	Domiciliary Support Service
Registered Provider	Q Care & Special Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	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

People are encouraged by the service provider to always be at the centre of their care, this is supported by the positive relationships they have with staff who support them day to day. Staff are confident and enthusiastic in their roles which enables them to support people to achieve their individual outcomes. Personal plans are kept up to date and they reflect people's current needs and preferences; staff are familiar with the content of these plans.

Staff at all levels feel well supported and able to openly discuss anything they may need to. Staff are inducted into their roles well and at their own pace, they receive the relevant training for them to feel confident in their roles. The service is well managed.

Well-being

People's voices are heard. There are systems in place to enable people to contribute to decisions that affect them and people are involved in the formulation and reviewing of their personal plans. People feel listened to and feel they have control over how their care and support is provided. The service provider is proactive about introducing new ways of gaining people's views. People we spoke with told us they regularly had the opportunity to provide feedback on the service they are receiving.

People receive appropriate care and support, in line with their current needs. Consistent staff teams are knowledgeable about the people they support and their individual needs, therefore are quickly able to identify any changes in need. Communication within the service is clear, and changes are communicated quickly, confidentially and effectively; people using the service, relatives and staff confirmed this to us. The service provider ensure other health care professionals input is sought in a timely manner and this is documented well.

People are protected from abuse and neglect. People are actively encouraged to discuss the service they receive, their general well-being and anything else that might be on their minds; people told us they would feel comfortable doing this with all staff at the service. Staff are well trained and follow instructions from external healthcare professionals well in order to keep people safe. Comprehensive policies and procedures underpin the service which staff are familiar with; weekly staff communications keep them fully up to date with current guidance and any changes.

People benefit from safe and healthy relationships. People, and their relatives, told us of the trusting and happy relationships they had developed with staff that support them. Staff were able to discuss in detail people's individual needs and were enthusiastic about providing quality care to the people they support.

Care and Development

The service provider has a thorough understanding of people's individual needs and personal outcomes required. Staff who are qualified to do so complete a thorough pre-assessment of people's needs prior to offering them a service; this includes details of people's preferred language. They consult with people, and any representatives, to get to know what matters to them and what they want to get from the service. All relevant assessments are considered when formulating people's personal plans, in line with the admission process documented in the service's statement of purpose. People are happy with the information provided to them prior to receiving a service, and feel the service being provided meets their expectations.

Personal plans reflect people's current needs and provide a detailed plan of how care is to be provided. Support plans and risk assessments are regularly updated and any changes are communicated to all relevant staff immediately. Staff have a good knowledge of people's current needs. People we spoke with told us they are receiving the care and support they require and want, and are regularly able to provide feedback regarding the service with the management team.

People are able to build up positive relationships with staff they know well. Staff told us they support the same people each week and we saw evidence to support this. People felt they had the opportunity to form relationship with staff due to the consistent staff team, and told us *'great continuity, they all know my relative's needs very well'*. People are kept up to date with any changes because there are good communication systems in place. Individuals using the service told us the staff are *'willing and helpful'*, *'very friendly'*, *'very, very good'* and *'exceptional and reliable'*.

There are systems in place to ensure people are safeguarded. People and their relatives confirmed they received a welcome pack which contains information on how to raise concerns. People we spoke with confirmed they would feel comfortable raising any concerns with a member of staff from the service. Staff receive safeguarding training and are kept up to date with any changes in regards to the safeguarding policy through weekly communication from management. The safeguarding policy takes into account relevant legislation and how to identify and report potential abuse.

Policies and procedures promote good infection control processes. Staff have completed training to ensure they are up to date with current guidance. Staff are able to follow procedures to prevent the spread of infection in line with current national guidance. There are systems in place to make sure there is a good supply of required equipment. The current guidance in relation to personal protective equipment (PPE) was discussed with the manager and staff. People are confident that they are being kept safe by staff who are supporting them.

Leadership and Management

People can be confident the service is provided in line with its policies and procedures. Policies are up to date and reviewed within specific timeframes to ensure they include up to date guidelines and legislation. Staff told us they have access to policies and are told when any changes are made via the weekly communications from management and the service's online system. The policy review process could be improved by including people and staff, this was discussed with the manager during the inspection. Policies we reviewed support the service provided and are in line with information contained in the service's statement of purpose; their implementation is evident in the documentation reviewed.

There are robust processes in place to assess, monitor and improve the performance, quality and safety of the service. Individuals are satisfied they regularly have the opportunity to give feedback on the service they are receiving, and that their feedback is listened to and acted upon. The service uses several methods to gain feedback from all involved in the service; and feedback is overall very positive. The quality of care review and responsible individual visits identify areas of improvement. The service identifies issues or lessons learned from any incidents, and has arrangements in place for these to drive improvement in the future. Feedback gained from everyone involved in the service shows there is an open culture to raising and addressing any issues.

There is a robust recruitment, induction and training programme in place at the service. Staff describe completing a thorough recruitment, induction and shadowing process prior to starting work; this is supported by documentation reviewed. Mandatory and specialist training is up to date and it is evident where training needs are identified, they are addressed by the service within a timely manner. Staff are supported to register with Social Care Wales (SCW) within the suggested timeframe and specific members of staff are identified to support with this process. Training is delivered in a variety of ways to ensure staff are competent in all areas of their roles. Staff feel confident in their job roles. People we spoke with feel staff are well trained, able to do their jobs well and understand their individual needs.

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

Date Published 17/03/2021