



Inspection Report on

North Wales Domiciliary Care

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Wrexham
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Date Inspection Completed

29 March 2021

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About North Wales Domiciliary Care

Type of care provided	Domiciliary Support Service
Registered Provider	Cymryd Rhan
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service was re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016 on 12 February 2019
Does this service provide the Welsh Language active offer?	Yes

Summary

People receive support to be as independent as possible. As a result, they remain in control of their care and support and its delivery. Staff encourage people to make choices and decisions about all aspects of their lives. People feel happy and safe and receive excellent person-centred support from a wide-ranging staff team. People's well-being is at the heart of everything the service does.

A highly motivated management team provides excellent oversight of care. This ensures it remains relevant to people's needs and its delivery is consistently person centred. Monitoring of the service is exceptional and includes a wide range of methods to scrutinise and assess its effectiveness. Feedback from a wide range of people using the service and stakeholders helps the service to measure and deliver a high level of safe and proactive care. People using the service are at the core of all aspects and are fully involved in the running of the service, its oversight and effecting positive change.

Well-being

People can do the things that matter to them and have excellent choice and control over their day-to-day lives. People receive support as individuals and remain involved at every stage of their care. Care staff support people to be as independent as they can be. People have a voice which is listened to and person centred care delivery is a key strength of the service. The responsible Individual (RI) is approachable and reactive to feedback and works closely with the manager to support people using the service and the staff team.

Support methods in place enhance people's physical and mental health and emotional well-being. Staff know people's needs well. Care staff and processes in place support people well through change. Regular movement of staff teams means more staff are trained and knowledgeable about individual needs and outcomes. People speak highly of the care they receive and staff working at the service. Staff receive appropriate training to support people's needs in the best way possible. People are well-supported and have an enhanced quality of life, as the care provided means they can stay as independent as possible and work towards realistic outcomes. Robust oversight is in place by the RI, managers and team leaders. Staff feel well-supported to carry out their role effectively.

People are protected and safe. Paperwork, audits and scrutiny processes are robust and transparent. Staff receive appropriate training and know how to use internal policies effectively. People using the service, staff and stakeholders know how to raise an issue, should they have one, and would feel able to voice any concerns. Care plans and risk management documents are easy to follow and contain enough detail to meet people's needs safely.

Care and Development

People receive support to achieve their personal outcomes. Robust assessments of people's care needs and location give a really good picture of what people require and expect from the service. Good practices are in place which help people get to know staff and prospective house mates before receiving a service. These give people a period of time to adapt and adjust. Family members and advocates are involved at an early stage, if people need them. Staff teams work across a wide range of different services which brings more effective and new ways of working. Staff provide people with tailored personal support, which helps promote their independence.

People have accurate and up-to-date plans to meet individual needs. Care staff record the care they give in daily notes. Care reviews happen every three months, or sooner if a person's needs change. Some electronic cloud-based 'share points' are in place, and are being further developed. These give people using the service, stakeholders and staff a single point for sharing information quickly and electronically. Reviews are robust and can also include the input of a wide range of stakeholders. They help to assess if people meet their outcomes and goals. Care records and paperwork demonstrate the person is at the heart of the review process.

People receive a quality service. Staff teams are effectively trained and very responsive to individual needs. People receive support as individuals and are able to make decisions about all aspects of their lives. The service presents information in a way which is accessible and manageable to each individual. People told us they can do things that matter to them and they know who to approach if they need further support.

Leadership and Management

Excellent arrangements are in place to enable managers to run the service smoothly. Policies are in place and shared with staff through internal systems and team meetings. Care staff sign to say they have read and understood what is expected. Policies have regular review and are clear and concise and follow national guidance. Advocacy services are available and we saw these in effective use to support people who need them. Safe hygienic practises manage the risk of infection. Health and safety audits are in place to review processes and procedures. Monitoring is in place for the safe use and delivery of infection control and personal protective equipment (PPE).

Staff receive appropriate training and support to give them the knowledge, competency and skill to provide support in accordance with people's individual personal outcomes. The service's thorough vetting systems ensure staff undergo relevant checks before starting employment. People using the service are involved in recruitment and help with shortlisting staff and interviewing. All staff have registration with Social Care Wales, or are undertaking the induction and training to allow them to register. Staff have access to regular supervisions and appraisals to support them in their work. One member of staff told us they; *"Feel valued and supported and have excellent opportunities to learn and develop in a person centred way,"* and another one said; *"Team leaders are very supportive and give plenty of opportunities for us to develop and talk about any issues we may have."*

Effective oversight and ongoing quality assurance supports the continued development of the service. Systems for monitoring are robust and numerous. These include feedback questionnaires, a family forum, a board of trustees and an audit and scrutiny committee. A hands on RI supports the team and is committed to robust audit and analysis. The service holds regular meetings with the board of trustees, which include service users and family representatives. Meetings have quality assurance as a standing agenda item. Senior management regularly review and discuss the effective development of the service. The RI told us; *"The way we communicate is constant – supervision takes many different forms – in reality it's every day"*. The service's manager agreed that this support from the RI is; *"Vital and positive,"* and supports them effectively in their role.

Environment

We did not review the environment as part of this inspection.

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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