



Inspection Report on

Deecare Ltd

**EVERY CARE
10 CHESTER ROAD WEST QUEENSFERRY
DEESIDE
CH5 1SA**

Date Inspection Completed

9 March 2021

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About Deecare Ltd

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| Type of care provided | Domiciliary Support Service |
| Registered Provider | Deecare LTD |
| Registered places | 0 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | |
| Does this service provide the Welsh Language active offer? | Yes |

Summary

People receive effective support to help maintain their independence, live fulfilled lives and have their changing needs met. People have excellent relationships with care staff and feel happy and well-supported. Care staff have regular observations and supervisions by managers. Staff know people well and as a result continuity of care is a key strength of the service. Easy to follow care and support plans mean a member staff can quickly understand and meet people's needs effectively. People are involved in their care and have regular opportunities to give open and honest feedback to the service.

The responsible individual (RI) works closely with the manager. All areas of the service receive effective monitoring and review. There is scope to improve monitoring and improvement further by having one document to show all areas monitored and improvements made to the service. Staff recruitment processes are safe and all staff receive relevant training and induction to ensure they can fulfil their role safely and effectively. People look forward to care staff visiting and told us that the support exceeds expectations and enhances their well-being and quality of lives.

Well-being

People receive protection against abuse, harm and neglect. Staff training and systems in place support people well and keep them from harm. Managers and the RI have a clear oversight of the care in place. Good continuity of care means staff know people very well so they are more likely to notice any small changes in habits or lifestyle that may mean people require further support. People are happy with the service provided and feel safe and protected and look forward to visits from staff, who they regard as friends or part of the family.

People receive support to have effective control over their day-to-day lives, can contribute to decisions that affect them and are heard and listened to with provision for further support where a change in need is recognised. Care plans are easy to follow and people are involved in their review. Regular opportunities for feedback are in place. People are able to change their priorities and support needs and discuss these with care staff. One person told us they "*think the world of the staff*" and "*they go the extra mile*". The care and support enables people to live more independent lives and gives people a sense of belonging and family. People had nothing but positive feedback for the service provided.

People's physical, mental health and emotional needs receive good support. People feel they are included in their care and that their needs are recognised and supported well. They feel listened to and have a sense of choice in regard to the service provided. A careful assessment process includes the person at the heart of everything. Managers and care staff offer support that goes beyond the time that they spend with the person, such as an out of hour's telephone service that gives people peace of mind should they have an emergency at any time of day or night. Processes in place help staff to listen to the people they support to enable them to easily voice their views on the service and individual requirements.

Care and Development

People's care and support needs receive careful assessment and review before they are agreed. The statement of purpose (SOP) document is clear on what care the service provides and to who. The service strives to meet people's preferences in relation to call times. Where an individual preference cannot be met, a nearest suitable time is given and kept under constant review. A home visit, prior to the care commencing helps capture everything people need. People's ongoing needs receive regular review, so they remain current and continue to meet the requirements of the individual they support.

People's individual care plans are detailed and up to date. They are easy for staff to follow and person centred, detailing what the person can and will do for themselves to maintain independence. Details of people's interests are available at a basic level to help staff relate personally to individuals. Information, such as a mobility assessment, help care staff to quickly determine if further review is required. Daily notes are detailed and help care staff and managers determine if care remains effective. A written plan is available for each person and is available in different formats, such as large print.

People's personal wishes, aspirations and outcomes are carefully considered. People receive support from regular staff members who know them well. When regular carers may not be available, wherever possible, people receive advance notice. New care staff introduce themselves prior to delivering care. Staff told us how they know people well and form close relationships. People using the service told us staff feel like family and friends and they looked forward to care visits. Staff rotas show excellent continuity for people. Care staff ask at the end of every call if there is anything else the person would like help with.

Practices, policies and procedures foster safe practices and protection for people. Staff know and understand the policies and working practices of the service. Staff and managers gave clear examples of how they safeguard people effectively. Staff are clear on procedures of reporting should they suspect someone is at risk. Managers review reports and follow them up appropriately. People know how to raise concerns, and feel they can do this should then need to. Infection control procedures are clear and well documented. Staff wear appropriate PPE and dispose of it in a safe way. Staff receive training in line with their SOP document and policies and procedures.

Leadership and Management

The service's statement of purpose is clear about what it provides and its service delivery. It gives clear accountability for changes; staffing structure; training; staff induction; call times and hours of operation. People using the service we spoke to found the document useful, and are able to refer to it when they need to within the pack put together and provided to them.

Monitoring is effective and provides regular opportunities for people's feedback. An emergency on-call service is available 24 hours a day, outside of the normal hours of operation. Managers undertake consistent spot checks and observations of care staff. The RI and the manager of the service work closely together to obtain feedback and improve the quality of the service. We did not see a stand-alone quality of care review report, but identified the RI had used opportunities to obtain and analyse feedback, monitor the service and identify improvements within other documentation. The RI should ensure all feedback; lessons learnt; patterns and trends; audits and any arrangements to monitor and improve the quality and safety of the service in future are together within one quality of care review report document.

Staff receive support to undertake their roles effectively. Training and induction processes are clear. Training certificates are included in staff files. Before current training expires, planning is in place to identify future possible training dates. Staff we spoke to feel well supported and spoke highly of the company and managers. Staff undergo relevant checks prior to starting at the service, to ascertain their suitability and safety. All staff have a registration with Social Care Wales, (who maintain the register of domiciliary social care workers) or are undertaking the relevant training and induction to allow them to register once training is completed.

The service runs smoothly in line with policies and procedures. Policies are in depth and relevant and clearly show procedures to be followed. All staff have a broad understanding of policies and use them effectively to do their jobs. Regular newsletters share useful information, as meetings are paused at this time. Staff we spoke to found these beneficial and informative. Staff receive regular supervisions and an annual appraisal. Rota's are easy to follow and help minimise the chance of care staff missing a call. Staff understand expectations and deliver care to a high standard.

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

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| None | |
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Areas where priority action is required

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Areas where improvement is required

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Date Published 19/04/2021