



# Inspection Report on

**Seashells Care and Support Services**

**21 Wynnstay Road  
Colwyn Bay  
LL29 8NB**

**Date Inspection Completed**

30/11/2020

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Type of care provided	Domiciliary Support Service
Registered Provider	Seashells Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first post Regulation and Inspection of Social Care Act (Wales) 2016 inspection.
Does this service provide the Welsh Language active offer?	The service is working towards an active offer of the Welsh language.

## Summary

Seashells Limited is a Domiciliary Support Service working in the Conwy region. This is an adult care and support service. The responsible individual (RI) is Stuart Owen.

This full inspection was conducted virtually and with consultation of people using the service, families, staff and associated health care professionals. This inspection method was used because of the current Covid-19 pandemic.

People using the service tell us they are happy with the care given; families are also pleased with the service. People's personal plans are written with each individual's needs, likes and dislikes at its centre. Health care professionals working with the service tell us Seashells are reliable, timely and appropriate with care and communication.

## Well-being

People have their rights respected and their voices heard. The RI asks people's opinions regarding the service and ensures this is included in future planning. Where able, people are included in planning their personal care and sign the documents to say this has been agreed. They are also included in updating their plans of care. Staff are up to date with safeguarding training and are aware how to report any issues to keep people safe. People said they have good communication with staff and they know who to contact in the service's office should they have any concerns.

People's physical and mental health are cared for. Personal plans show people's physical, social and mental health needs are regularly assessed. Plans are detailed and updated regularly. Health care professionals tell us staff refer people appropriately and in a timely way if they need their assistance. We have seen evidence the service works well with commissioners and local authorities and maintains open and clear communication with them. Things that are important to people, such as their preferred daily routine and care of their pets, are also included in their personal plans and people tell us these are acknowledged and respected by staff.

People are protected from abuse and neglect. Staff have regular supervision and tell us they are well supported by managers. Managers perform spot checks and regularly re-assess the care needs of people. The service is regularly audited to ensure good quality care. People have the Statement of Purpose document that explains the service they can expect to receive and gives details of how to complain should they need to.

## Care and Development

People using the service have opportunity to express their views. People's opinions influence the future planning of the service. People are satisfied their plan of care is appropriate for their needs. Families, people and health care professionals are happy with the quality of care provided.

People are safeguarded within the service. Appropriate safeguarding processes and staff training are in place. Health and safety requirements and assessments are met to ensure people's safety. Extra infection control measures are in place to enable people, and staff's continued health during the Covid Pandemic.

Staff regularly assess people's health needs. Staff refer people for health care professional assessment and review in a fitting and timely way. People's care records are orderly giving a good account of the care given.

## Leadership and Management

The provider has over-sight of the service. The quality of the service is regularly measured. Any resulting improvements are quickly put in place. Commissioners state the staff work well with authorities.

Staff who have sufficient skills and knowledge support people using the service. Managers ensure mandatory training continues for staff throughout the pandemic. Providers ensure extra infection control training, and how to use PPE (Personal Protective Equipment), for staff to keep all concerned safe.

Staff have regular supervision to support their practice and well-being. Staff say they are well supported and trained. The service has good recruitment and retention rates. Providers maintain staff numbers to ensure people have good care.

## **Environment**

We do not inspect the environment theme in a domiciliary support service as care is given in the person's own home. However, we saw the management team perform regular health and safety, fire and electrical equipment tests in the office to ensure a safe working environment.

**Areas for improvement and action at the previous inspection**

None

**Areas where immediate action is required**

None

**Areas where improvement is required**

None

**Date Published 21/12/2020**



No noncompliance records found in Open status.