



Inspection Report on

Abacare Ystradgynlais Branch

**Unit 300
Ystradgynlais Business Park
Ystradgynlais
Swansea
SA9 1BS**

Date Inspection Completed

26 April 2021

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About Abacare Ystradgynlais Branch

Type of care provided	Domiciliary Support Service
Registered Provider	Abacaredig Holdings Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it registered with CIW in January 2019
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Abacare Ystradgynlais Branch is a domiciliary support service that provides care to people living throughout Western Bay. The service provided to people living in the Swansea area is operated from a satellite office in Gorseinon. This inspection involved a visit to this satellite office and a review of the service being provided in Swansea.

Overall, we found people receive a reliable, good quality service. People feel safe and confident in the care they receive. Care workers support people to remain healthy. There are systems in place to make sure people receive the care they need at the right time. People have positive relationships with care workers and experience good continuity of care. The service manages people's medicines safely and promotes good standards of hygiene and infection control.

Care workers receive the training and support they need to provide safe care. The service takes action in response to any feedback received and following changes in people's needs. Information about the service can be accessed easily. The manager runs the service well, which is closely monitored by a regional manager and the responsible individual (RI). There are effective quality assurance systems in place to help drive improvements.

Well-being

The service promotes people's rights. Personal plans include people's care preferences and prompt care workers to promote choice and independence for people. People told us they get on well with care workers, who know how they like to be supported. A written guide is available for people in English and Welsh; it explains how the service is provided and how any complaints or concerns are dealt with. People's care records can be accessed electronically, although the service needs to make sure people are clear about this process. The service carries out quality assurance checks to make sure people are receiving the service they both need and want. We found that people's views are acted upon and reflected in their personal plans. One person commented, *"They do listen to me"*.

The service promotes people's physical and emotional well-being. Care workers receive the training they need to meet people's care and support needs, which are outlined within individualised risk assessments and personal plans. People told us they have confidence in their care workers, who recognise when they may need input from medical or specialist services. We found that people's medicines are well managed. Care workers wear personal protective equipment (PPE) appropriately when attending care calls, to minimise the risk of cross infection. Care recordings confirm that people receive the care and support they need. The service's electronic system provides prompts for care workers to complete particular care tasks during calls, to make sure people's individual needs are fully met. A care worker told us this was *"helpful"*. Care workers receive annual training on the electronic system and the quality of care recordings is being monitored to make sure care workers capture all essential information relating to people's welfare. People enjoy their interaction with care workers; we were told, *"They're nice people"* and *"They're all individuals"*.

There are systems in place to help protect people from harm. The service has an up-to-date safeguarding policy that reflects Wales Safeguarding Procedures. Care workers told us they know how to report safeguarding concerns and can access policies easily. The service has reported safeguarding concerns to the Local Authority and acted upon advice given during the safeguarding process. Records confirm that staff have received safeguarding training. We also saw that staff have received an update and reminder about whistle blowing procedures during a recent staff meeting. People told us the service they receive helps them feel safe. People have plans in place that identify any environmental risks and how care workers should promote people's safety during calls. The service carries out the necessary recruitment checks to make sure staff are suitable for care work. Care workers told us management respond to any concerns promptly. Records show that staff have been reminded about how to access people's properties safely and leave them securely during their formal, individual supervision. One care worker commented, *"I have a thing about keeping service users' properties secure."*

Care and Support

The service provides a good standard of care and support, which improves people's quality of life. People told us they are happy with the care they receive and are able to make changes to their support if they wish. Office staff carry out quality assurance checks to make sure the service people are receiving is suitable. We saw evidence that personal plans are updated to reflect any feedback given. Personal plans outline what people hope to achieve from their care and support and highlight their particular preferences, such as where they like to be supported and what they like to eat and drink. Risk assessments have been completed to identify the safest way for care workers to support people. We saw that personal plans identify what people can do for themselves and prompt care workers to promote choice and independence, where possible.

People told us they are mostly cared for by the same care workers, which staffing rotas confirm. Call schedules show that people are cared for at appropriate times that are generally consistent with the individual timetables of care provided by the Local Authority. People told us care workers support them for as long as they need: "*There's no rushing*". People have developed good relationships with care workers and are confident in the care they provide. People told us care workers recognise when they are not well and report this straight away so they receive medical attention, if needed. Care workers record the care they provide on an electronic device, which includes prompts to make sure all essential tasks are completed. We saw from recordings that care workers support people in line with their personal plans. Records show that staff have received themed supervision with regards to making good quality care recordings. This is in response to concerns raised during the safeguarding process about the quality of the service's record keeping. This is an area of practice the service will continue to monitor.

The service manages people's medicines safely. We found clear instructions within personal plans regarding the level of support people need with their medication; this includes where medicines are stored and how they should be given. The service has a detailed, comprehensive medication policy that was last reviewed in March 2021. There is also a system in place for recording, reporting and learning from any medication errors. Records confirm that care workers are trained and assessed as competent before being allowed to administer medication, and every year thereafter. Senior staff also monitor staff's medication practice during spot checks of their performance. People told us they receive support with their medication at the right time. Call schedules show appropriate gaps between calls for people who need their medication at specific time intervals.

The service promotes a good standard of hygiene and infection control. We saw staff wearing face masks whilst working in or attending the service's satellite office. Hand sanitiser was available upon entry and in the area outside staff's offices. The service has received a supply of lateral flow tests in order to support regular COVID-19 testing for staff. Care workers told us they can access PPE easily when they need it and are clear about the arrangements for wearing and disposing of this during care calls. People confirmed that care workers always wear PPE when providing care and dispose of this correctly. We saw that particular requests from families regarding waste disposal are outlined within personal

plans. Records show that senior staff discuss PPE requirements and observe staff's use of PPE during their formal, individual supervision and during spot checks of their practice. A care worker told us the training they had received in relation to COVID-19 and infection control was "*really good*". Training records show that staff receive annual refresher training in relation to infection control.

Leadership and Management

The service has effective quality assurance systems. For example, a quality of care review is carried out every six months and the RI formally assesses standards at the service every three months. Records show that these processes involve gathering feedback from people using the service, staff and external professionals. The RI also reviews staff records, care records and any safeguarding incidents or complaints that have occurred. Reports show that people are experiencing a good quality service. External professionals consider management to be friendly, helpful and quick to report any concerns relating to people's health and well-being. The RI identifies where improvements are needed and we saw evidence that these are acted upon quickly. An electronic call monitoring system helps track the delivery of care calls to make sure they are carried out on time. Quality audits have shown that some improvement to call punctuality and duration is needed. We saw that care workers were reminded about their responsibilities during a staff meeting in April 2021. Staffing rotas confirm that care workers are given enough travel time to support people at the right time.

The service has a clear, accessible complaints and compliments policy that was last reviewed in September 2020. We saw that complaints are recorded and monitored as part of the service's quality assurance process. Records confirm that the service responds to complaints in line with the timescales set out in its policy. The policy explains the role of the Public Services Ombudsman for Wales and other agencies that may be involved in the complaints process. Contact details for these agencies are also provided. People told us they are confident the service would address any concerns they have. The service has received two complaints and seven compliments within a six month period. People have recently complimented care workers for the quality of care they have provided.

Information about the service is available, accurate and up-to-date. The aims of the service and how these are to be achieved are outlined within a statement of purpose and written guide. These documents are regularly reviewed and accurately reflect what people can expect from the service. The service is being provided in line with its policies and procedures, which have been updated within the last year. Care workers told us they can easily access policies via their phones or from the administrative office. We noted that policies include reference to some legislation that is no longer relevant, which we were told would be removed. People are not always clear about how to access their individual care records, which are available electronically. The service intends to remind people about this process so they can access their information as they wish.

People are cared for by staff who have been appropriately recruited and trained. Records confirm that the required recruitment checks are carried out for new staff, including a Disclosure and Barring Service (DBS) check. We found that discussions relating to staff's contractual arrangements are not always clearly recorded. The manager confirmed that staff contracts are discussed during staff's formal, individual supervision and will make sure this is clearly documented. The service will also ensure copies of staff's birth certificates

and passports are kept, where available, which is now a legal requirement. Records show that staff are up-to-date with their mandatory training, which includes moving and handling, safeguarding and dementia care. Staff told us they would like more specialist training, as discussed during their individual supervision. The service has had some difficulty accessing specialist training during the current pandemic and is developing its in-house specialist training programme. This will be followed up at future inspections.

Staff are well supported in their roles. Records confirm that staff receive regular, formal supervision and annual appraisals. This provides the opportunity for staff to share their views about the service and discuss any concerns about people's welfare. Care workers told us senior staff make sure the necessary referrals to health and social care professionals are made whenever they report concerns, although they would appreciate receiving feedback about this. The manager has weekly meetings and regular phone calls with a regional manager, and described the support they receive as "*absolutely fantastic*".

Environment

The quality of the environment is not a theme that is applicable to domiciliary support services as people are cared for in their own homes. However, we made the following observations:

The service makes sure people are cared for as safely as possible by carrying out individual risk assessments relating to people's living environment. Appropriate infection control measures have been implemented within the satellite office in Gorseinon in response to the COVID-19 pandemic. Staff are using only part of the office space available due to an ongoing issue with a leaking roof. This has resulted in damp and mould within the training room and damaged ceiling tiles in the main office area. Work is ongoing to address this and we were told that staff have access to alternative training facilities in Cross Hands. The service's electronic database can be accessed by office staff remotely if necessary.

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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