



Inspection Report on

We Care Too Ltd

**We Care Too
The Glass House, Penrhos Manor
Oak Drive
Colwyn Bay
LL29 7YW**

Date Inspection Completed

10 March 2020

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Description of the service

We Care Too Ltd is a family run domiciliary support service. The office is based in Colwyn Bay and they are registered to provide care and support within North Wales.

The responsible individual (RI) and manager is Beverley Wilkinson who is registered with Social Care Wales.

Summary of our findings

The care and support provided by We Care Too is good. Information in personal plans provide staff with guidance on how to provide appropriate, person centred care. People's individual routines are recognised and respected. Care workers are valued and feel supported in their role, however; further consistency is needed to ensure all staff receive one-to-one supervisions. Some improvements are required to ensure thorough staff pre-employment checks are carried out on every occasion. The service provider is committed to improving the service to ensure it provides good quality care and support.

1. Well-being

Our findings

Care and support is provided by a familiar and caring staff team. People we spoke with told us that care workers are very patient and sensitive to their individual needs. They also told us that they benefit from receiving care and support from a familiar staff team. Consistency of care workers was seen in daily records and staff rotas we reviewed. The care workers we spoke with were motivated and enjoyed their work. The feedback we received from people receiving a service and their relatives/representatives was consistently good, comments included:

- *“they are absolutely marvellous, they have a great deal of respect and consideration for my personal needs”;*
- *“the carers are very kind, upbeat and professional”;*
- *“X is in very good hands, they are so sensitive to X’s needs, If I ever need care I hope to receive the same high standard as X does”;*
- *“They are a great deal of help to me as I struggle on my own with X, I can’t thank them enough for what they do”.*

The service supports people with their physical, mental health, social and emotional well-being. Personal plans evidence people are involved on an on-going basis in decisions that affect them and their care. Documentation and our discussions showed that where possible people received care from a consistent group of care workers. Overall, care workers are recruited safely but further measures and systems are required to ensure recruitment practices are robust. Care workers receive mandatory and service specific training and are supported by management but further consistency is needed to ensure staff supervisions are completed every three months. By receiving supervision in their role it will help staff reflect on their practice and make sure their professional competence is maintained. We found that the RI/manager has good oversight of the service and is committed to quality assurance to maintain a high standard of care and support.

People are protected from abuse and harm. Care workers know how to raise concerns, they are trained in adult safeguarding practices and have policies and procedures to follow. People and their relatives/representatives have access to a complaints policy and are confident in communicating their concerns should they ever have any.

2. Care and Development

Our findings

There are arrangements in place to ensure the service is considering a wide range of information to ensure the service can meet individual care and support needs. We looked at the admission policy and procedure, which reflected the admissions process in the statement of purpose. We spoke with the RI/ manager who explained the referral, assessment and admission process evidencing the policy is being followed.

Each file we reviewed contained an assessment of needs, which is carried out prior to people receiving a service. Each person receiving a service, their family/representatives and staff we spoke with confirmed this process was taking place.

Staff have access to people's personal plans. Each file we reviewed consistently contained person centred information about how on a day-to-day basis people's care and support needs will be met. Personal plans also contained information about how people will be supported to achieve their personal outcomes. People and their relatives/representatives told us they were involved in creating their personal plans and a copy was available for staff in their home. The daily records we reviewed consistently indicated care was provided as described in people's personal plans. Every person we spoke with were happy with the service. It was noted that some personal plans were not always routinely reviewed, every three months, as the regulations require, which needs to be addressed.

There are systems in place to safeguard vulnerable people. The care files we reviewed contained care needs risk assessments, which provided staff with steps to be taken to mitigate the identified risks to the individual's well-being. We recommend that risk assessments for important areas, for example falls, need to be more robust. The people we spoke with told us they felt "very *comfortable*" and "safe" with the care workers, who provide their care and support. Care workers are aware of their individual responsibilities for raising concerns, to ensure the safety and well-being of individuals. Training documentation and our discussions with care workers confirmed, that ongoing safeguarding training is being provided. A safeguarding policy is available, the statement of purpose and service user guide includes information on how to raise concerns, and the people, and their relatives/representatives we spoke with knew how to raise concerns should they have any.

3. Leadership and Management

Our findings

The service provider provides people with sufficient information about the service. A statement of purpose and service user guide is available which gives a comprehensive overview of the service and what it can provide. It was noted that the service user guide is in need of updating. We reviewed a selection of policies and procedures which are accessible to staff and are available on request to the people and their relatives/ representatives. It was noted that some of the policies and procedures are also in need of updating/ revision.

Overall, staff receive training and feel supported in their role. The training documentation we viewed demonstrated care workers completed the relevant Social Care Wales induction programme, and are supported to undertake sufficient training, learning and development. It was noted that one care worker was overdue some refresher training which needs to be addressed. We viewed staff supervision records which overall demonstrated care workers are receiving one-to-one supervision from line manager/ senior. It was noted that two care workers did not always consistently receive supervisions every three months. The care workers we spoke with are happy with the quality of the training and feel fully supported by the management team. Comments included, *“I feel appreciated X is very approachable”*, *“the company actually care about their clients and their staff”* and *“X goes above and beyond, they are very client focused”*.

Overall, the service provider has safe recruitment checks in place to ensure care workers are suitably fit. However, improvement is needed to ensure robust recruitment checks are consistently completed. We reviewed staff files and found the required documentation obtained in two of the files, was not always available. Information regarding staff's previous employment history and the reasons why they had left their previous employment at care settings had not always been obtained, which needs to be addressed.

The service is committed to quality assurances and improvement. We saw evidence the RI/ manager visited people receiving a service at least every three months to undertake their statutory requirement to monitor the performance of the service. In addition, we saw their latest quality care review dated May-December 2019. We recommend the service provider should consider CIW's template and guidance for how to complete the quality of care review and RI statutory visits.

4. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an announced visit to the office on the 10 March 2020 between 09:30 am and 04:00 pm this included speaking to care workers. We had further communication with the RI until the 23 March via e-mail.

The following regulations were considered as part of this inspection:

- The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

The following methods were used:

- We reviewed the latest SOP and SUG and compared it with the service we observed.
- We spoke to people receiving a service, their relatives/representatives and care workers.
- We reviewed three people's case records and associated documentation.
- We reviewed three staff files including supervision, appraisal and training records.
- We looked at a sample of policies and procedures.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

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| Type of care provided | Domiciliary Support Service |
| Service Provider | We Care Too Ltd |
| Responsible Individual | Beverley Wilkinson |
| Date of previous Care Inspectorate Wales inspection | This is a post registration inspection following registration of the service under RISCA 2016. |
| Dates of this Inspection visit(s) | 10 March 2020 |
| Operating Language of the service | English |
| Does this service provide the Welsh Language active offer? | Working towards |
| Additional Information: To anticipate the needs of individuals whose first language is Welsh, we recommend the service provider considers the Welsh Government's ' <i>More than just words follow on strategic guidance for Welsh language in Social Care</i> '. | |

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