



Inspection Report on

Home Service Solutions Ltd.

**Home Service Solutions
Office 3 Sandfields Business Centre
Purcell Avenue
Port Talbot
SA12 7PQ**

Date Inspection Completed

17/02/2021

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About Home Service Solutions Ltd.

Type of care provided	Domiciliary Support Service
Registered Provider	Home Service Solutions Ltd.
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards

Summary

Home service solutions Ltd is a very small domiciliary support service that provides care and support across two partnership areas within Western Bay and Cwm Taf. The registered office is in Neath. There is a manager in post who is registered with Social Care Wales. The responsible individual (RI) is Neil Evans, who is visible within the structure of the agency and is actively involved in the day-to-day running of the business. Overall people receive a consistent service from dedicated care workers who are supported in their roles. Improvements are needed in the oversight of the service to ensure reports are completed to meet regulatory requirements.

Well-being

People are treated with dignity and respect in the service. There is a small team of care workers working at the service who provide consistent care to people. They are able to recognise when people need encouragement and emotional support, and understand their particular needs. We saw personal plans contained information for staff to maintain people's privacy and dignity when providing personal care.

The health and emotional wellbeing of people is actively promoted. On the whole, documentation in place to support people is up to date and accurate. However, personal plans would benefit with further clarity on how people's needs will be met for them to achieve their desired goals. Medical advice is sought promptly if people need additional support. We saw that people receive a service that meets their needs with care staff who are consistent and know them well. People and their families are satisfied with the level of care and support received. Care workers understand their responsibilities to protect people and report safeguarding concerns appropriately should they arise

We saw that there are procedures in place to oversee the service. However, improvements are needed in the overall oversight of the service. Regulatory quarterly and bi-annual reports were not available at the time of inspection. Care workers have been suitably recruited and vetted and receive appropriate training. Those spoken to are content in their roles, are in receipt of regular supervision and feel supported. There are comprehensive policies and procedures in place which are updated to meet current regulations appropriately.

The service is working towards an "Active Offer" of the Welsh language. This means being able to provide a service and documentation in Welsh without people having to ask for it. There is currently no demand for this in the service but should the demand increase as the service grows then the translation of key documents would be considered as well as the recruitment of Welsh speaking staff.

Care and Support

The service provider considers a wide range of information to confirm that the service is able to meet people's needs. We saw that assessments are undertaken to ensure the provider is able to meet the needs of people. Improvements are needed in personal plans of care. This is to ensure they give care staff clear details of how they can assist people to achieve their outcomes and meet their needs. People told us that they are satisfied with the care they receive and have regular visits from the manager. Any changing needs are also discussed as they arise. Signatures were not seen on care paperwork received virtually, however the RI told us that hard copies in the office do have signatures in place of people confirming their agreement of content.

The service provides a good standard of care and support to people. We spoke to people receiving the service who were complimentary of care staff and feel they provide a consistent service that meets their needs. One person said "*We have the same group of carers mostly*". People told us they were a little concerned about the small numbers of staff available however said that they had "*never missed a call*" and subsequently this has minimum effect on people. Staff shortages has also been identified by the service. We were told they are trying to expand at present and will recruit new staff to meet the demand effectively.

The service promotes hygienic practices and manages risk of infection. Care workers told us that they have a good supply of personal protective equipment (PPE) and that this has been the case throughout the recent pandemic. We saw audits in place to ensure care workers wear PPE appropriately whilst delivering care to people. We saw the service communicates promptly with medical practitioners when concerns arise.

People are safe and risks to their health and wellbeing minimised as much as possible. Detailed risk assessments are carried out with people prior to commencement of care packages. These assessments accurately reflect the risks to the individuals and to staff delivering the service. Continuity and consistency of care staff enable the care workers to know the people they support well. Care workers also told us this and as a result can recognise any deterioration in their health and well-being and report appropriately.

Leadership and Management

The service provider has systems in place to support the smooth operation of the service. The service being delivered is in accordance with the Statement of Purpose (SOP) which has been reviewed, however, updated information is required to the CIW contact details. We saw that policies and procedures are reviewed and updated as required. We saw that numerous audits take place within the service. However, more detail would improve this process recording when they have taken place and any issues raised.

Care workers receive training to ensure they are skilled and competent to deliver the service. Care workers told us they feel confident in their role and have undertaken all the training they need. The training matrix also reflects the completion of mandatory training by most staff. We looked at two staff personnel files and saw that recruitment documents are in place as well as up to date Disclosure and Barring (DBS) checks. We spoke to two care workers who were very content in their work, they were complimentary of the management of the service and the support they receive. We saw that supervision of care workers is up to date and the manager also confirmed that they receive quarterly supervision.

The RI has an active role in the day to day activities of the office and has good oversight of the service. However, there was no quality of care review report available which is required bi-annually under the Regulation and Inspection of Social Care in Wales (RISCA) regulations. We saw evidence that the RI communicates with people using the service and care workers. However, in accordance with regulations, there should be evidence of quarterly meetings with people and care staff to confirm this oversight.

The provider has contractual arrangements in place for domiciliary care workers, care workers spoken to are happy with the number of hours they work. Due to the number of care packages currently provided by the service there are no issues with travelling time delays and care workers are not rushed on calls. Both people and care staff confirmed this. The RI told us that there are vacancies within the care team at present. However, it has been difficult to recruit due to the current pandemic and the limitation of working hours due to the size of the agency at present.

Environment

The quality of environment is not a theme which is applicable to a domiciliary support service. This was a virtual inspection and a visit to the office premises was not undertaken. The service, however, operates from a designated office with adequate facilities for staff. We saw that environmental risk assessments take place in peoples own homes prior to care staff providing a service to ensure a safe working environment for the care staff.

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

There was no evidence to meet compliance with regulation 73	Regulation
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There was no quality of care review available.	Regulation
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

Date Published 21/04/2021