



Inspection Report on

Phoenix Homecare and Support Ltd (Powys)

**8 St. Giles Business Park
Pool Road
Newtown
SY16 3AJ**

Date Inspection Completed

18/03/2021

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About Phoenix Homecare and Support Ltd (Powys)

Type of care provided	Domiciliary Support Service
Registered Provider	Phoenix Homecare and Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service registered with CIW
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow on strategic guide for Welsh language in social care'.

Summary

Staff are positive about working for the agency and are provided with training and regular formal, and informal support. Staff told us about good working relationships within the staff team and with other professionals and agencies.

People are kept safe because of policies and procedures, staff training and checks which make sure staff are suitable. Concerns about people's safety and well-being are recognised, advice sought and reported promptly if necessary.

Measures are not in place to ask people about their Welsh language and culture and if they wish this to be considered by the agency when providing care or information.

Information is provided about the service but this is not always relevant to the agencies registration in Wales and does not fully meet legal requirements. The quality of the service is checked by the responsible Individual, (RI), but improvements are needed to make sure this is fully in line with legal requirements including making sure policies and procedures contain accurate and relevant information for staff.

Well-being

People tell us they are asked how they want care to be provided and describe the agency and staff as, “*excellent*” and “*very good*”. Relatives tell us they are “*very satisfied*” with the service and confirmed they are involved in decision making where appropriate.

People and their relatives are provided with information about the service. The guide and statement of purpose do not give clear information about the Welsh Active Offer. Records do not show people are asked about their Welsh cultural and language needs or made aware of their right to request documentation and care if possible, in Welsh. The staff application form does not ask applicants about their Welsh language skills and the pre service assessment documentation does not prompt staff to ask people about such needs and wishes.

Measures are in place to keep people safe because staff do not start work until checks are completed and they are provided with safeguarding training. Staff are clear about what constitutes abuse and the manager seeks advice and reports any concerns to Social Services promptly.

Care and Support

People told us they get a weekly rota which tells them which staff will be coming and at what time, and are kept informed of any changes to this. A relative describes this as “*very helpful.*” The manager and staff confirm this process. Staff are described as “*always on time*”, “*approachable*”, “*polite and friendly*” and respectful of people and their families privacy. People told us staff always ask them how they want support to be provided in line with good practice.

Relatives are positive about the quality of the service. Comments include “*can't think of anything we would like to change or improve, we are very happy with the care and support*” and “*staff are very good.*” They told us they are asked their views of the service and changes are made promptly when necessary. Relatives told us they felt “*safe*” because staff always followed good practice in relation to Covid measures.

People do not receive a service until a pre service assessment has been completed so the agency is confident it can meet people's needs. Care plans are detailed and include brief information about people's life history. They are a list of tasks for staff to complete and do not include information about what personal outcomes people want to achieve. Risk assessments are in place but they do not identify specific risks and what needs to be done to reduce the risk. People and their relatives confirmed they are consulted about what is written in care plans and are able to view records if they wish to.

Leadership and Management

Information is provided about the service in a statement of purpose, (SOP) and guide. The guide does not include all the required information so people do not have accurate information to be able to make an informed choice when considering using the agency. The SOP does not clearly explain people's rights in relation to the Welsh language and does not include the contact details of social services.

Records show staff are provided with a range of training, although dementia and safeguarding training is provided at a basic level. Staff told us they are, "*always kept up to date with training*" and there was "*good communication (between) office staff and carers.*" A relative told us "*care staff all seem very confident in what they do.*" Training topics include health related issues and specialist training if required to meet individual's needs. Staff told us they are provided with the training needed to carry out their role. They describe opportunities for learning and development as "*excellent*", "*brilliant*" and "*chances to progress if you want to.*"

Staff are very positive about working for Phoenix. Comments include, "*Its brilliant, the manager is brilliant and always supportive*" and "*you feel appreciated, you're thanked*" and "*I have never worked for a branch where I have felt so supported.*"

Checks make sure staff are suitable before they start work and they are provided with regular supervision and an annual appraisal. Staff told us they, "*work well as a team*" and are "*friendly and supportive.*" Staff are very positive about the "*incredibly supportive*" manager and told us they feel "*appreciated*", "*valued*" and enjoy working at Phoenix.

The RI visits the service in line with legal requirements but the reports do not show that the required records are checked including safeguarding and complaints. It does not record any measures taken to talk to people who use and work at the service to seek their views. Policies and procedures are in place but do not always contain relevant and appropriate information for staff.

We saw people and their relative's views had been sought but it is unclear whose views had been received. Comments received are positive and show a good level of satisfaction with the service. The views of staff have been sought in March 2021 which are generally positive about working for the agency. The findings have been collated and actions to be taken recorded. The views of professionals have not been sought as part of the quality assurance process.

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

Policies and procedures require review.	Regulation 79
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The guide does not include all the required information.	Regulation 19
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The responsible individuals visit reports do not evidence the service is monitored in line with the 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.

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