



Inspection Report on

1 Call Care

**Unit 3.14
The Maltings
East Tyndall Street
Cardiff
CF24 5EA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

05/11/2020

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About 1 Call Care

Type of care provided	Domiciliary Support Service
Registered Provider	1 CALL CARE
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This was the service's first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service

Summary

1 Call Care is a domiciliary support service that provides personal care and support to people in their own homes, in the Cardiff and Vale Of Glamorgan area. The service provider, 1 Call Care Ltd, has a Responsible Individual (RI) named Roydon Leyshon, who has oversight of the running of the service. There is also a manager employed, who is suitably qualified and registered with Social Care Wales as required.

The service ensures people receiving support have personal plans that detail their individual care needs. People and their representatives are complimentary about the positive relationships they have with care and office personnel. Staff are suitably trained and feel well supported and happy in their roles. All staff communicate effectively with one another to ensure people using the service receive correct and timely support. Issues raised prior to our inspection have, or are in the process of being resolved.

Well-being

People are able to exercise choice about the care and support they receive. Staff devise plans with the individual and their representative, using good assessment tools, but do not review their care packages regularly. People provide feedback via questionnaires and telephone monitoring, which contributes to the quality assurance of the service. The manager also completes a number of audits of care practices and call logs, to make sure people are receiving a consistent and good quality service.

Staff document people's needs and risks to their safety and well-being, in person-centred risk assessments. They implement any short-term changes to care in a timely manner. The service uses an electronic care monitoring system, which allows care staff to communicate any queries or issues with office staff. The system also enables office staff to communicate promptly with care workers about any changes to rotas or care tasks.

Staff help protect people from potential harm or abuse. They receive safeguarding training and have knowledge of the procedure to report any concerns they have. The manager logs safeguarding issues and reports them to the appropriate agencies for further investigation if needed, but recording outcomes needs to be improved.

Care and Support

People receiving care, and their families, have positive relationships with staff. People told us that the communication between themselves and the office staff is as frequent as they need. We saw a service user guide that staff place in people's homes. This contains the registered address of the service, but not the office address, which is also required. The same applies to the statement of purpose document. Management ensures they tell staff everything they need to know to provide good daily care, and provides channels to feed any concerns or queries back to the office. Staff use a care monitoring app on their phones to record care plans, medication and daily notes.

Care plans consider people's personal outcomes, as well as the practical care and support they require. However, only a limited number we looked at had a review completed, and the people we spoke to also confirmed they had not had a review of their care packages in the past 3 months or since they started at the service. We have advised the registered persons that improvements are needed with care plan reviews in order to fully meet the legal requirements. We have not issued a priority notice, as there was no immediate or significant impact for people using the service. We expect the responsible person to take action to rectify this and we will follow up this matter at the next inspection.

There are measures in place for assisting people with their medication if needed. People's care plans state whether or not they need help with medication; this can be just a prompt, or assistance to remove tablets from blister packs. There is a medication policy in place, which tells carers what they can and cannot help with, and what to do if there is a problem or they make a mistake. This should be in line with actual practice. Staff have medication training, and supervisors check care workers' competence at helping with medication.

The service helps to protect people who receive care and support from potential harm and abuse. Staff receive safeguarding (adults at risk) training, and there are policies in place to tell them what to do if they think someone they visit may be a victim of abuse. Staff told us they would have no problem reporting issues to their manager. The service reports incidents to the local safeguarding team, but need to record outcomes of referrals.

There are infection control measures in place to keep people safe from the transmission of COVID 19. Management ensures staff know and understand the requirements relating to use of Personal Protective Equipment (PPE). There is a policy in place and staff told us any changes are communicated via the care monitoring app. This should be in line with current guidance from Public Health Wales. People receiving care and support told us that staff use PPE and practise good hand hygiene.

Leadership and Management

Staff know their roles and responsibilities, feel supported by the management structure, and benefit from the training and development programme that is in place. Staff told us they have time to gain the basic knowledge and experience they need before visiting people on their own. There is an induction process in place, which includes office-based training and field training. A majority of staff have regular supervision. They have one-to-one discussions with their line managers regarding their professional conduct and development, and 'spot checks'. Supervisions need to be regular for all staff. Staff receive training, although this has been limited during the COVID 19 lockdown. It will resume when guidelines allow, so staff can expand on their theoretical knowledge. One staff told us '*I wouldn't work anywhere else*'. Staff told us they receive their rotas in good time via the care monitoring app, and management advises them of any changes. The manager attends care calls when needed and ensures people receive timely care. She told us a new care monitoring system is in place and previous issues with missed or late calls have been resolved. All the people we spoke to told us they had not experienced any such problems. One person told us '*I don't know where we would be if it had not been for (office staff)*'.

The manager told us that issues with staff wages and staff leaving, were due to the previous system used and this has now changed. The manager told us all staff's wages are up to date and other mechanisms are in place to support the service financially. All staff we spoke to told us the issues had not affected them or were resolved. Recruitment and vetting processes are in place, and are robust. Recruitment is ongoing.

There are monitoring and auditing processes in place to maintain the quality of the service. The RI visits the service regularly and has good oversight of day-to-day occurrences with staff and people receiving care. The quality of care report is in progress and quality assurance reviews are completed. We recommend the RI records their visits. We saw evidence of complaints raised but no record of responses or outcomes. Management notifies relevant agencies of incidents as necessary, but this needs to be done in a timely manner. People receiving care provide questionnaire feedback on the service. They told us they are happy to call the office with any issues or queries.

Environment

As domiciliary support services provide care in people's own homes, we do not consider environment as part of this inspection.

Areas for improvement and action at the previous inspection

None		
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Areas where immediate action is required

None	
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Areas where improvement is required

The personal plan must be reviewed as and when required but at least every 3 months. People's care plan reviews had not been completed every 3 months.	Regulation 16 (1)
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We have not issued a priority action (non-compliance) notice on this occasion, as there is no immediate or significant risk to people using the service. However, we expect the registered provider to make improvements and we will follow this up at the next inspection.

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