



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

## Care and Social Services Inspectorate Wales

Care Standards Act 2000

# Inspection Report

Awel Homecare and Support

Ruthin

Type of Inspection – Post Registration - Baseline

Date(s) of inspection – 30 December 2015

Date of publication – 11 March 2016

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## Summary

### About the service

Awel Homecare and Support is a privately owned domiciliary care agency registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide support to adults who have physical disabilities, sensory loss/impairment, learning disabilities, mental health problems or dementia and require personal care. The agency provides services to people living in the Ruthin area. The owner and manager of the agency is Rachel Ryland.

### What type of inspection was carried out?

A post registration baseline inspection was started on 30<sup>th</sup> December 2015. We (CSSIW) met with the manager in the office and inspected relevant documentation within the office. In addition, questionnaires were sent to people using the service, relatives, staff and professionals involved with people using the service. We also contacted people using the service or their relative to gain their views of the agency. The information gathered has been used referred to in this report..

### What does the service do well?

The service has been operating since August 2015. The numbers of people using the agency has steadily increased in response to the needs of people living in the local community. This service encourages people to remain as independent as possible living in their own home with the support they need.

### What has improved since the last inspection?

This is the first inspection of the service.

### What needs to be done to improve the service?

No none compliance issues.

## Quality Of Life

Overall, We (CSSIW) found that people using the agency are treated with dignity and respect. They told us they receive a reliable and responsive service which enables them to live as independently as they are able to be in the comfort of their own home. They are involved in planning their care and find the staff very friendly and helpful. The personal information of people is respected and stored confidentially.

People can be confident that their individual care requirements will be documented in a plan of care so that all staff are able to deliver that care to the same standard. This is because the care files we reviewed were easy to understand and gave clear instructions to staff how to meet the individual's needs. The personal information of people using the service and their relatives or representatives is handled appropriately. Personal confidences are respected because records are stored securely, electronic records are password protected and staff are trained on the importance of maintaining peoples' confidentiality.

People using the service can expect to receive consistent care from staff who are caring and well motivated, This is because staff arrive within the time band agreed and perform the tasks specified in the service delivery plan. There is a small staff team and the manager ensures that the same staff are allocated to provide consistency of care and if changes are necessary to the rota people are kept informed. Staff have the skills and competence to meet the needs of people using the service because training is provided to meet individual needs. The skills and experience of staff are matched to the care needs of people using the service.

People receive a consistent well managed and planned service. They are provided with contact details of the agency during office hours and when the office is closed should they need to get in touch. The questionnaires returned and the discussions we had with people using the service or their relative informed us that the service provided is reliable, the care provided meets their wishes and staff provide a good standard of care. People find the manager and staff approachable and have opportunities to give their views of the service provided and discuss any issues they may have. They told us they were very pleased with the service provided by the agency. One questionnaire highlighted that the person receiving the service was happy with the care provided but there is no one working at the agency who speaks Welsh. It would be beneficial to provide information and services with Welsh speaking staff to enable people receiving a service to communicate in the language they prefer.

## Quality Of Staffing

The manager had recently recruited a new member of staff to the agency. People using the service can be confident that staff who support them have been through thorough recruitment and checking procedures. This is because the staff file checked held the necessary background information and checks to minimise risks to the welfare of people using the service.

The discussions with the manager and training records available show that staff training is on going. New members of staff complete the Care Council for Wales Induction Framework and are encouraged to attend further training to develop their skills and knowledge. Staff undertake training internally and complete electronic learning courses, attend training externally and access Denbighshire County Council (DCC) training courses when available to develop a competent and confident staff team who are able to meet the specific needs of people using the service. Certificates of attendance were seen on the staff file inspected. The manager is planning to attend more in depth training on dementia care and staff will also attend courses on dementia provided by DCC when available.

The health safety and welfare of people using the service and staff is promoted and protected because the agency has systems and procedures in place to comply with the requirements of health and safety legislation. The risk of accidents and harm happening to people using the service and staff is minimised because risk assessments are carried out and we saw copies on each individual's file. Staff have completed moving and handling passport training to ensure safe procedures are followed. The questionnaires returned confirmed that staff are fully aware of the policies and procedures of the agency and they have been provided with a staff handbook for reference.

## Quality Of Leadership and Management

The manager is knowledgeable and qualified to manage a domiciliary care agency. She is registered with the CSSIW and the Care Council for Wales as required.

People using the service, working in the service or linked to it are clear about what it sets out to provide as the agency has a statement of purpose and service user guide which sets out the principles and aims of the service along with the complaint procedure. We saw that on peoples' files that each had a contract with the agency which they had signed to show they had received information about the services to be provided and agree with the terms and conditions of the service. The questionnaires returned indicate that the manager is approachable and responsive to people who use the service.

People can see visible accountability and know that there are people overseeing the service. This is because the manager carries out visits to individuals to assess their needs and encourages them to give their own opinions of the service they need. The people spoken with confirmed the manager is very approachable and responsive to their needs. They also said they are happy with the agency and the staff are lovely.

The manager has systems in place to monitor the service provided and has purchased computer soft ware that will assist in the administration and efficiency of the service. The information gathered can be used as part of the quality assurance system being developed and contribute to the annual report on the service.

Certificates of Registration and Employer's Liability Insurance are displayed as required.

## Quality Of The Environment

As staff support people in their own home the manager ensures that a health & safety assessment of the environment is completed to make sure it is safe for the individual and staff visiting the home.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.

