



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

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg / This report is also available in
Welsh

Awel Homecare and Support

Ruthin

Type of Inspection – Focused

Date(s) of inspection – 22 November 2016

Date of publication – 30 December 2016

Welsh Government © Crown copyright 2016.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

Summary

About the service

Awel Homecare and Support is a privately owned domiciliary care agency based in Ruthin. The registered provider is Rachel Ryland, who is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide domiciliary care services for adults with physical disabilities, sensory loss / impairment, learning disabilities, mental health problems or dementia.

Rachel Ryland is also the registered manager. The agency currently provides services to 24 people living in Ruthin and the surrounding area.

What type of inspection was carried out?

We, (CSSIW), carried out an unannounced visit between 09:10 and 12:30 on 22 November 2016. This was an unannounced focused inspection to look mainly at the quality of life for people using the service.

To gather information we:

- Spoke with two people using the service and two family representatives via telephone
- Spoke with one staff member in person, three staff members via telephone and the registered provider in person
- Issued questionnaires asking people using the service, relatives/representatives, staff and professionals to comment on their experience of the service; 11 questionnaires were returned
- Looked at a sample of records in relation to people using the service, staff and the operation and management of the service.

What does the service do well?

People were very positive about their experience of the agency and spoke highly of their care workers and the registered manager. People told us they had regular care workers who they liked and knew well. Comments from people using the service and their relatives included:

“The carers are excellent – I can’t fault them”.

“Staff are reliable and dependable, but more than that, they’re friendly and enthusiastic”.

“It’s the little things they do over and above what’s expected that make a big difference”.

“We’re very, very happy with the care”.

All comments received were positive.

What has improved since the last inspection?

The registered manager explained to us that the following areas have improved since the last inspection, and we saw evidence which confirmed this:

- Improvements have been made to care plan documentation to make care plans more person-centred. One page profiles have been introduced providing information about what is important and how best to support people using the service.
- Weekly summary reports have been introduced for each person using the service. These reports summarise important information from people's daily communication records. The registered manager explained that this has improved the quality of record keeping, as well as ensuring that any issues are picked up for the benefit of people using the service.
- The agency has recruited four staff members who are able to provide care and support in both Welsh and English to meet the individual language choices of people using the service. Welsh speaking staff have been allocated badges to wear, indicating that they are able to communicate in Welsh as well as English.

What needs to be done to improve the service?

There were no issues of non compliance to report.

Quality Of Life

In summary, people were very positive about their experience of the agency. They told us they had regular care workers who knew them well and knew what support they needed. Service delivery plans and risk assessments were in place and people told us they had been consulted on what care and support they needed and how it would be provided.

People using the service are involved in planning their care and support. Care plans were signed by people using the service or their representative, who told us that the care and support they would receive had been discussed with them at the start of the service. They also told us they could request changes if they wanted to. People said they would be comfortable to approach the registered manager if they had any issues to raise.

Service delivery plans are available which show the support needed at each visit. We know from speaking with people receiving a service and care workers and questionnaire responses, that a copy of the plan was available in people's homes. Records to show that the care and support had been provided were being maintained; we saw archived records that confirmed this. One page profiles have been introduced, providing person-centred information about the person using the service, what is important to them and how best to support them. People's photographs were not available in the service delivery plans. We discussed this with the registered manager who agreed to address the issue following the inspection. Elements of care and support to be provided had been extracted from the service delivery plan and numbered to streamline communication records. The registered manager told us this had made it easier for staff to write the communication records, allowing them to spend more time with the person being supported. Plans were supported by assessments to reduce any areas of risk. For example, manual handling plans completed by an occupational therapist were available to instruct care workers supporting people who used equipment to manoeuvre. This shows that people receive care and support from staff with an understanding of their needs.

People's needs are reviewed regularly. We saw that the registered manager has introduced a system of weekly reports on each person they support. These reports summarise the communication records and highlight any issues or concerns regarding people using the service, which are then reviewed and addressed by the registered manager. We saw detailed information of how staff had worked with one person to address their poor appetite, leaving meal suggestions and recipes for other staff to use, whilst encouraging innovative use of leftovers to minimise waste. A person's relative told us "The care staff are proactive" in sorting things out if there is ever an issue such as a change in support needs. The registered manager told us that the weekly reviewing system had the added benefit of improving the quality of the communication records making them more meaningful for other staff, people using the service and their relatives.

People have familiar care workers. The agency is small with 11 staff members and 24 people using the service. People confirmed that they usually had the same regular care workers. We saw that the registered manager or another experienced staff member

accompanied staff members on the first visit to a person new to the service. New staff members shadow existing staff members before they start work on their own so they have an understanding of people's individual needs. People told us that they got on very well with their care workers describing them as "lovely", "enthusiastic" and "responsive to new ideas". People told us that care staff had never missed a call and they never had strangers arriving to provide their care. This demonstrates that people's dignity and safety is promoted.

Quality Of Staffing

We did not look at quality of staffing in detail during this visit. This theme will be considered during future inspections. However, we noted that staff received supervision approximately every two weeks and had regular team meetings, at which they were able to raise any issues or concerns and share good practice for the benefit of people using the service. We received very positive feedback about staff from people contributing to this inspection. One person told us “My carers know me well, and do everything the way I want it doing”. A relative told us “They’re lovely girls and we’re very happy with them”. A staff member told us “It’s a lovely team to work with– we all go the extra mile for people”. The registered provider and the staff spoke about people with genuine fondness and concern.

Quality Of Leadership and Management

We did not look at quality of leadership and management in detail on this occasion. This theme will be looked at during future inspections. People told us the registered manager was very approachable and “hands-on” and they would be able to approach her if they had a concern or a complaint. However, one person told us they weren’t sure who they should complain to if they had a complaint. Another person told us the information given to them about the service was not in a format they could understand. The registered provider should ensure the people using the service have information about the service, including how to make a complaint, in a format which they understand. This will ensure that people feel empowered to influence the care and support they receive. One relative told us “The manager really knows the service users – she’s involved in the care and isn’t a manager who just stands back”. Staff told us they could approach the registered manager with anything. One staff member told us “She’s a great support to me”.

Quality Of The Environment

This theme is not applicable to domiciliary care agencies. However, we can report on the suitability of the premises from which the service is operated.

The agency operates from permanent premises that contain equipment and resources necessary for the management of the service. The service is based on the first floor of a building not far from Ruthin town centre. There is no lift available so people with mobility problems would not be able to access the premises; however the registered manager informed us that they visit people in their own homes and people confirmed this when we spoke with them. Car parking is available for people should they wish to see staff in the office. The registered manager told us that staff often call into the office for various reasons and are encouraged to do so, this was evidenced by several staff members calling in during the course of this inspection.

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.