

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Haven Homecare Trust
Fielding House
43 Thornbury Close
Rhiwbina
Cardiff
CF14 1UT

Type of Inspection – Focused
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Summary

About the service

Haven Homecare Trust is registered with Care & Social Services Wales (CSSIW) as a domiciliary care agency providing personal care to people in the following categories:

- Older people
- People with physical disabilities
- People with sensory loss/impairment
- People with mental health needs
- People with dementia care needs

The organisation has appointed a responsible individual. The registered manager of the agency is Ms Jennifer Yarham.

What type of inspection was carried out?

We (CSSIW) carried out a focussed inspection of the agency. We made an unannounced visit to the agency premises in Rhiwbina where we met with the registered manager and examined service user records, staff files and other information relevant to the running of the organisation. Prior to our inspection visit we sent out questionnaires to people that use the service.

What does the service do well?

Haven Homecare Trust provide a professional, reliable and flexible service to the people they work with.

What has improved since the last inspection?

We did not identify any specific areas of improvement since the last inspection of the service. However, Haven Homecare Trust continues to provide a consistently good service.

What needs to be done to improve the service?

Haven Homecare Trust was compliant with the Domiciliary Care Agencies (Wales) Regulations 2004.

Quality Of Life

Overall we found that people using Haven Homecare receive a reliable service that meets their needs and enables them to remain as independent as possible. The agency provides care in a manner that respects people's wishes and preferences.

We examined a sample of three service user's care records. We found that appropriate systems are in place to assess and manage risk, to assess need and to deliver care.

Before the agency begins working with a person they carry out a comprehensive assessment of needs. We noted that one area they explore with the service user or their family is their own perception of their needs and how they would like to be supported by the agency. This collaborative approach helps to ensure that people are genuinely involved in planning their care.

We examined service delivery plans and found that they were generally consistent with the care plans provided by the local authority and provided staff with sufficient detail to enable them to meet service users' needs. In addition there was information that would encourage staff to ensure that people were offered choices, that communication with people was promoted and that tasks were carried out at a pace and in manner that suited the individual. For example, one entry in a service delivery plan stated, "while carrying out tasks chat with (individual) -communicate with (them) and tell (them) what you're doing. Allow (individual) – time to communicate their thoughts and feelings."

We saw that in some instances some of the paper documents on file were not up to date. However, we were reassured to see up to date service delivery plans held on the agency's computer system and were told that up to date information was available in people's homes. This was confirmed by service users.

People generally receive responsive and reliable care from the agency. This is because on the whole, people spoke about having a continuity of carers. People also spoke about carers having a good level of understanding of their needs.

Quality Of Staffing

Feedback we received from people using the service clearly showed that they have good relationships with the care staff that support them. People said that the care staff were reliable, were good timekeepers and the agency provided a good continuity of care. This was demonstrated in some of the comments they made:

“carers are always prompt”

“their timekeeping is outstanding”

People commented favourably about the attitude and commitment of care staff. One user of the service commented:

“they are very caring and I am very pleased to have such kind carers...nothing is too much trouble”

There is a rigorous recruitment and selection procedure which meets the requirements of legislation and equal opportunities which ensures the protection of service users and their relatives. We examined a sample of two staff files and could see that all of the required checks, such as references and a Disclosure Barring Service (DBS) check, had been carried out prior to people working with service users.

Quality Of Leadership and Management

Relatives of people using the service commented on the ease in which they can contact the agency and talk to someone. We were informed by a relative that they were “grateful for the standard of communication with the agency”. Another relative said that they lived some distance from their family member who receives a service, but were able to regularly email and telephone the agency to discuss their relative’s care needs.

Relatives also confirmed that any issues or concerns that they have are dealt with promptly and appropriately. We noted that the agency had received no formal complaints but had received many complimentary letters and cards.

The agency is well organised and this was reflected in the service provided by care staff. One relative of a service user stated:

“Haven Homecare Trust are a wonderful caring agency that is well managed. [Its’] values are evident throughout the whole organisation.”

How we inspect and report on services

We conduct two types of inspection; baseline and focussed. 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. Focussed 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.