



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Haven Homecare Trust

43 Thornbury Close
Rhiwbina
Cardiff
CF14 1UT

Type of Inspection – Unannounced focussed inspection

Date(s) of inspection – 18th December 2013

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Summary

About the service

Haven Homecare Trust is a domiciliary agency that is operated by Haven Home Care (a registered charity). The head office is based in Rhiwbina and it is registered to provide personal care for older people, people with physical disabilities, people with sensory loss/impairment, people with mental health needs and people with dementia needs. The registered manager is Jennifer Yarham.

What type of inspection was carried out?

We (CSSIW) carried out an unannounced baseline inspection. This was the first inspection since the agency was registered in March 2013.

What does the service do well?

We found that the agency has thorough recruitment procedures and ensures continuity of staff working with people.

What has improved since the last inspection?

Not applicable as this is the agency's first inspection.

What needs to be done to improve the service?

We found the service compliant

Quality of life

People feel listened to and believe their views are valued. This is because the agency has systems in place to actively listen to people who use the service. We found that the agency sends out an annual questionnaire to all the people who use them. This information is collated and any recommendations for improvements are made from this. We were also told that the carers work closely with people and let the registered manager know if anyone has any concerns or wants an aspect of their service changed. We found that people that use the service have access to a service user guide that details the contact arrangements for the registered manager in and out of office hours.

People exercise choice and control over how they are physically cared for. This because when we reviewed one person's care documentation we found that it was highly personalised and the care detail supported the person's preferences for the activity in which they were being supported. We were told by the registered manager that she knows every client and that through the software systems that are used they can access their care details from the office and respond accordingly in any circumstance.

When we reviewed the care documentation that is held on the office system we saw that everyone has a risk assessment that details the person's premises, one regarding manual handling and one for any procedures involving medication.

People hold a copy of their records at their home including a daily log sheet which the carer records their activity every time they visit. We saw that the carers bring these log sheets into the office when they are completed so that they can be audited and archived.

We were told by the registered manager that the carers work schedules are arranged so that they remain supporting the same people as the ethos of the service is about ensuring consistent relationships between the people who use the service and their carers.

Quality of staffing

People feel confident in the care they receive because the care staff, are competent and confident meeting their particular needs. This is because the agency has through recruitment procedures and provides the care staff with the training and support they need to carry out their duties.

We were shown the files of some of the staff that work at the agency. We found that all the required information was present. We saw that employment references are verified. We were told by the registered manager that all their new staff had completed an induction which takes three months to finish. During that time the new staff complete moving and handling training and also carry out relevant e-learning modules. We saw that many staff had completed relevant care qualifications and we were told that the agency positively supports all their staff in gaining further care qualifications.

When we reviewed the staff personnel files we saw that everyone had a staff handbook, a contract, job description and the relevant disclosure of which the registered manager explained there was a system that informs the registered manager when it is due for renewal.

We saw that staff had had regular supervision through different means such as individual, peer group and staff supervision. We saw evidence that the registered manager appraises the staff team annually.

The registered manager told us that should a person they were providing care for had need of any specialist care equipment then the carers looking after them would receive specific training about how to use that equipment. This training would be recorded on their files.

Quality of leadership and management

People using the service, working in the service or linked to the service are clear about what it sets out to provide. This is because the agency provides people who use the service with the relevant information about their service and that the registered person has operational systems in place that support consistent service delivery.

The registered manager explained that she regularly contacts people who use the service either by phone or by visiting them to find out how satisfied they are with the agency. Also we were shown that the agency has purchased a software system that can produce the carer's duty schedules based on the needs of the people using the service with that of the skill base of the carer and the locality of the carer. This encourages a consistent staffing approach for people using the service.

We saw that the registered manager is supported by an administrator and there is also a service manager to assist in the continued development of the service.

The registered manager explained that there is an on-call management system and that the people using the service can access it as well as the carers. Both are given that information through the service user guide and the staff handbook.

We saw that the offices are secure and that all computer systems are security protected. The office has secure filing and all the office equipment to support the running of its service.

The registered manager explained that there are regular meetings with the trustees of the charity and that she has regular contact with the responsible individual (RI). On the day of the inspection the RI was in the office having a meeting with the registered manager and her team.

Quality of environment

Quality of Environment is not applicable for Domiciliary Care Agencies

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.

- **Focussed 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 focussed 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.