



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Crosshands Home Services Ltd

Crosshands

Type of Inspection – Focused

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Summary

About the service

Crosshands Home Services Ltd is registered by us, Care and Social Services Inspectorate Wales (CSSIW) to provide a domiciliary care service to people over the age of 18 years. Situated in the Crosshands area of Llanelli, the agency attends people living in areas such as Llanelli, Ammanford, Brynamman, and Carmarthen. The Crosshands office is one of two offices owned by the company, the other being situated in Swansea.

The provider of the service is Crosshands Home Services Limited, and the responsible individual (RI) is David Mattinson. Currently, the Swansea office's registered manager is covering both offices, as 'acting manager' in Crosshands until she becomes the registered manager of both offices.

What type of inspection was carried out?

A scheduled, unannounced, focused inspection was carried out on this occasion which looked at the quality of life the service offered to the people using it. We carried this out by:

- One unannounced visit to the registered Crosshands office.
- Discussions with the RI and acting manager of the service.
- Examination of the records of three of the people using the service.
- Checking that issues raised at the last inspection had been completed.
- Visits to four people who used the service in their own homes (by prior arrangement)
- Discussions with relatives of people using the service

What does the service do well?

This was not the focus of our inspection on this occasion. However, we were informed that a new computer programme had been introduced which held all staff records and used a 'traffic light' system to flag up those who required training, or were about to require updates. It held a training matrix which allowed the acting manager to see 'at a glance' the topics that required to be updated, and supervision dates.

What has improved since the last inspection?

A new supervision form has been introduced from the Swansea office. The acting manager and RI informed us that supervisions were now up to date.

A staff records audit is almost completed to ensure that any gaps in service have been checked. Any staff members recruited since April of this year have had their records correctly completed and previously employed staff files are in the process of being updated.

The Quality Assurance report will be prepared once responses to recently sent out questionnaires to service users and staff have been returned. Discussions with the acting manager confirmed that she had a clear understanding of what was required. The completed report will be forwarded to CSSIW on completion.

What needs to be done to improve the service?

We did not issue any notices of non-compliance on this occasion. However, we notified the acting manager and RI of the following:

- The service was not compliant with Regulation 14 (2) (b) as we found no evidence of recent reviews of care plans. In addition, we did not find that the risk assessments and care plans showed evidence of the involvement of the service users and/or their family or representatives or that an annual review was carried out in accordance with Standard 4.7 of the National Minimum Standards. We discussed with the RI and acting manager that a plan of action to address this should be made and that CSSIW would be informed of the intended process and timescale.

In addition we recommended that:

- Documented 'spot visits' should be implemented as we noted that they had tended to be 'ad hoc' and/or were not written accounts.
- Although care plans contained good information including risk assessments which included both environmental and personal factors, and recording tools such as mobility and continence, we found that small updates and adjustments would benefit the staff using the plans in giving a clearer understanding of the person. We discussed this with the acting manager who indicated that she was aware of this but had only taken over a few weeks previously, and had not had time to physically audit and alter everything. She will audit all records and add changes in the next few weeks.

Quality Of Life

Overall we found that people enjoyed a high standard of care from Crosshands Home Care Services Ltd. This is because we visited and spoke with four people who used the service in their own homes, and /or some relatives, and found that they were satisfied or highly satisfied with the service given. People expressed that they were treated with dignity, and that they felt the staff respected them and encouraged their independence and decision making throughout the time spent with them. We were informed by all spoken with, that they had good relationships with staff attending and that they were polite, well mannered, and always knocked and/or called out on entering their homes. We were told that care workers always wore a clean uniform and carried identity, and were mostly punctual. All expressed the opinion that their needs and preferences were a key component of their care, as comments such as "...they are a lovely lot...", "...we have good banter, but never out of line...", "...they sing to [...relative...] sometimes, it makes [...relative...] happy", and "they keep me covered when they see to me and always wear their gloves and aprons, they're great, really good". Some people, however, had experienced a lack of continuity of carers on occasions although all stated that this fluctuated from being 'lots' of different care staff over a period of time, to being 'not so bad' lately. We were informed that on a few occasions, periods of up to one hour late had occurred although this had not happened recently. No-one spoken with felt that they had received poor care, even if there had been a high turnover of staff. All the people spoken with valued the service and felt that either they or their relative received a high standard of care by staff who "...seemed to know what they were doing...". All felt safe, and able to express their views and opinions to both the attending staff and the office and management, who were described by several people as "...approachable and helpful".

Examination of the care documentation both in the office and in some of the homes visited revealed that the information on how to contact the service with out of hours telephone numbers and names was clear and user-friendly. Each person had access to the statement of purpose and service users guide, and the complaints policy was obvious and clear. Medication is always via a 'dosette' system, from local pharmacies, and staff do not dispense medications from any other source. All staff received training in medication prior to prompting or giving it from the dosette. We found that there were no gaps in the medication charts used. However, the risk assessments and care plans, although fairly comprehensive, lacked appropriate reviews and signatures and we notified the registered persons of this and informed them that addressing this is a priority. This was well received, and CSSIW will be sent an action plan in the near future, by the service. It is acknowledged that the acting manager has been in post for a short time only, and is in the process of attending to updating and/or altering processes within the office, which includes becoming familiar with the operating of a new computer programme.

We found, through our observations, discussions and visits to people in their own homes, and discussions with their relatives, that people receive the right care, mostly in a timely manner, and feel safe and content using this service.

Quality Of Staffing

The Quality of Staffing was not the focus of our inspection on this occasion. However, it is of note that the staff were held in high regard by everyone spoken with who used, or whose relative used the service. This theme may be a focus for future inspections.

Quality Of Leadership and Management

The Quality of Leadership and Management was not the focus of our inspection on this occasion. However, we found on arrival at the Crosshands registered offices that the previous registered manager had left four weeks ago and that the registered manager from the Swansea office is in the process of applying to become the overall registered manager for both offices.

We discussed with the acting manager that spot checks should be documented, regular and outcome focused, and noted that this had already been implemented to a degree. She indicated that this would be a priority and already has a system set up in the Swansea office which will become a company policy.

This theme may be a focus for future inspections.

Quality Of The Environment

This theme is not applicable to Domiciliary Care Agencies. However, people can be assured that their information is stored securely in locked filing cabinets within locked offices. We found that the registered offices are well appointed and easily accessed by car.

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.