



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

## Care and Social Services Inspectorate Wales

Care Standards Act 2000

# Inspection Report

Crosshands Home Services Ltd (Swansea)

Swansea

Type of Inspection – Focused

Dates of inspection – Thursday, 25 August 2016 & Friday, 26 August 2016

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## Summary

### About the service

Crosshands Home Services Ltd (Swansea) is a domiciliary care agency that is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide personal care to people aged 18 and over within their own homes. The agency's administrative office is located in Llansamlet, Swansea and services are provided throughout Swansea and Neath.

Cross Hands Home Services Ltd is the agency's Registered Provider and David Mattinson is the Responsible Individual. The Registered Manager is Amanda Lince, who is also currently overseeing the management of the provider's other registered agency in the Carmarthenshire area.

### What type of inspection was carried out?

This was a scheduled annual inspection which focused on the quality of life offered to people receiving a service from the agency. The inspection was carried out over two days and included an initial unannounced visit to the administrative office.

We (CSSIW) visited the homes of some of the people receiving a service from the agency who live in Neath. We observed their interactions with staff and discussed their individual experiences of the service. Discussions were held with a member of care staff, administrative staff and the manager. A sample of care records was examined in the agency's office and within people's own homes. We also examined the staff records of recent employees.

### What does the service do well?

There were no areas of exceptional practice identified at this inspection. The matters reported here are those which exceed CSSIW's expectations regarding regulation and minimum standards.

### What has improved since the last inspection?

Two recommendations were made following the last inspection undertaken in December 2015. We saw evidence that the following have since been, or are being, addressed:

- The care plans we viewed had been updated to reflect any changes identified during scheduled care plan reviews
- An auditing system is being implemented to ensure that staff records contain all relevant documentation, including evidence of completed training

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

We did not identify any areas of non compliance at this inspection although the following recommendation was made:

- 1) To ensure that the records held within people's homes contain the most up to date care plans which staff can refer to

## Quality Of Life

Overall, Crosshands Home Services Ltd (Swansea) provides a reliable, consistent service which supports people to develop positive relationships with staff. All those we visited spoke highly of the kindness and dedication they had been shown. One person commented, *"The girls are marvellous....they can't do enough for you"* and another acknowledged their professionalism and stated, *"They're lovely girls."* We spoke with a staff member who was motivated and determined to make a positive difference to people's lives and this was reflected in the pleasure people showed at seeing them. It was obvious from their interactions that rapport had been built that were based on mutual trust and understanding. All of the people we visited reported that they preferred regular care staff and experienced this most of the time. The manager informed us how people's specific requests regarding staff had been accommodated and how calls are scheduled to ensure that people are provided with continuity as far as is reasonably practicable.

We found that people receive appropriate, responsive care from the agency. This is because entries made into daily records confirmed that care had been delivered in line with that planned. Individual timetables of care and details within care plans were also consistent with the information supplied by the commissioning authority. People told us they were satisfied with the care they receive and confirmed that this was always delivered in a calm and confident manner. We saw evidence that care plans had been reviewed annually although noted that despite revised documents being available to view within the agency's office, these had not always been placed within the care files held within people's own homes. To ensure that staff are able to access the most up to date information, we recommended that current care plans are placed within the care files held within people's homes.

The agency provides a service that enables people to have choice and influence over the care and support they receive. We observed a staff member responding flexibly to people's wishes and preferences, allowing them to dictate, where able, how and when their care tasks were to be performed. We saw that the outcomes which people hoped to achieve from the service had been outlined within their individual timetables of care. The care plans in place had also been signed by the individual they belonged to, or their representatives. The care records we examined contained quality assurance review forms which indicated that people's views regarding the service they received had regularly been sought. We noted that the feedback was generally very positive and saw that the agency had acknowledged and/or catered for specific requests where able.

People receiving a service from the agency can be confident that they will experience enhanced wellbeing because staff are able to anticipate their needs and provide them with the necessary support. We found that people's own abilities had been identified within their care plans along with any health factors that may impact on care delivery. Supplementary charts had also been introduced where there was an identified need. For example, a meal diary was being kept for one person whose nutritional intake was poor and a chart had been introduced to simplify the process for administering treatment to another person. We found that both charts had been duly filled. We observed a staff member referring to the daily records when they were visiting individuals for the first time

that day in order to establish whether there were any changes or concerns they needed to be aware of. This staff member was very familiar with the routines and preferences of the people they were providing care to and could anticipate how individuals might respond to offers of support. Where support was initially declined that could have a long term detrimental effect on people's wellbeing, the staff member was able to subtly and successfully encourage individuals to accept the support offered.

## **Quality Of Staffing**

This inspection focused on the quality of life offered to people receiving a service from the agency. The quality of staffing will be explored in future inspections.

## **Quality Of Leadership and Management**

This inspection focused on the quality of life offered to people receiving a service from the agency. The quality of leadership and management will be explored in future inspections.

## **Quality Of The Environment**

The quality of the environment is not a theme that is applicable to domiciliary care agencies as services are provided in people's own homes.

## 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.