



Inspection Report on

Wepre Villa Homecare Ltd

**Wepre Villa Homecare Ltd
Holywell Road Ewloe
Deeside
CH5 3BS**

Date Inspection Completed

12 May 2023

Final unpublished report

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About Wepre Villa Homecare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Wepre Villa Homecare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receiving a service from Wepre Villa Homecare are very happy with the care and support they receive, especially with the staff who provide this. They enjoy good relationships with friendly, kind staff who respect them, engage well, and protect their privacy and dignity while supporting them to live in their homes. Care staff arrive when people expect them and, while specified tasks are always carried out, people confirm staff go above and beyond, checking nothing extra needs to be done before they leave. People have choice and control about their care, specifying what they want and how they want their care to be delivered.

The provider is proactive in seeking people's views of the service, they know what the service does well and explore ways it can possibly improve. The manager makes contact frequently with each person receiving a service to check their satisfaction and ensure any required changes are made. Professionals are happy with the outcomes achieved for people they are involved with; they praise care staff for their caring approach and the management for their flexibility, prompt communication and co-operation.

Well-being

People have choice and control over their care. They are fully involved in the planning and reviewing of the support they receive, as the manager visits the person prior to commencement of care to agree what is needed. Information about the service can be provided in the Welsh language, although currently there are no Welsh speaking care staff. Care plans are written with a focus on what the person needs and prefers, their previous interests and what matters to them. People told us when they have requested changes to their care, care staff are prompt to respond and carry out the actions required. People shared examples of how care staff have gone above and beyond to meet needs and preferences even if they change without notice.

People's health and well-being is a priority to the care staff and the service. Care staff act promptly if there are any health concerns by contacting the manager at the office who will let family know or contact health professionals to arrange home visits. Professionals told us how care staff's patient approach with one person previously resistant to care and support, helped build rapport and led to regular, daily support.

People are protected from abuse through the provision of training to care staff and the service's own policies and procedures; we saw all staff receive training in safeguarding of vulnerable adults. Risk assessments are in place to ensure people are protected and staff know what they must do if there are any concerns. The team meetings held every two weeks and one to one meetings with individual staff provide an opportunity for staff to reflect on practice, discuss any issues and challenges so any potential safeguarding matters can be identified.

People's social well-being is important to the service. When the need for more social interaction is identified, care staff bring this to the attention of the manager who then takes steps to include this in the plan of care. People told us if care staff conclude their tasks in good time, they are never in a rush to leave. They talk about things that interest the person and share playful, cheerful, banter. They stay and check if there are additional tasks they would like them to do. People and their family members are happy their own relationships are respected, family are involved in the care as much as they want to be.

Care and Support

The provider considers a wide range of views and information to ensure the service can meet needs and support people to achieve their outcomes. The manager of the service visits everyone prior to commencement of a service to complete assessments and devise a care delivery plan. The agency uses online care management software so information is stored electronically, can be updated immediately and the same information can be available to everyone at the same time. Care staff have handheld devices in which they enter their daily notes and update records.

We saw care plans reflect the views of people and their close family members and health and social care professionals contribute to the plan. Outcomes are recorded with instruction to care staff on how to help achieve these according to people's preferences. We saw care plans reflect what people can do, acknowledging their strengths, promoting their independence, and ensuring skills are maintained and developed. One care plan explained exactly how much support staff are to offer during personal care, considering the person's ability to complete specific parts of the activity themselves. One person told us how the care staff assist them to use their mobility aids to move around their home.

Plans are kept accurate as they are reviewed every three months, or sooner if needed. We saw new care plans are completed where changes in people's needs have occurred. This means staff are always working from the most recent plan for care delivery. We saw the manager seeks the views of everyone involved in a person's care when conducting a care plan review.

People are consulted, not only when designing the plan of care, but daily. The managers frequent calls to people using the service helps ensure continued satisfaction with the care. People told us staff *'go the extra mile'*; *'if they notice we are running low on milk, they will bring some for us at their next call'*. Care staff are described as *'thoughtful and caring'* and one person said, *'I trust them'*. We were told staff always ask if there is anything else they can do before they leave and they are accommodating of last-minute requests or slight changes to the usual tasks. All people we spoke with would recommend the service to someone else.

Care staff monitor the health and wellbeing of people they care for and will take steps to arrange GP appointments, or guidance from other social care and health professionals if required. Records show care staff call the office if they are concerned about a person and the manager will then inform relevant people so the appropriate health advice can be sought. We saw a visit from the district nurse had been arranged for one person; another person had an increase in the duration of calls so their social needs could be met.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service and ensure quality care and support for people. The RI (responsible individual) visits the service and ensure audits are completed of various aspects of the operation. A report is written of the findings and it is clear the provider knows what is working well and what needs improvement. We saw previous areas identified for improvement have been resolved or are in the process of being addressed, such as updates in some areas of training. the manager is booking care staff on to refresher courses to keep their knowledge up to date. Records show the manager carries out 'spot checks' to monitor continued compliance and good practice of care staff, and care staff told us they receive feedback on these. People using the service told us the manager visits them to check they are satisfied with the care they receive, and we saw surveys seeking people's views are frequently distributed.

The manager and RI carry out audits of processes including care planning and staff competence in medication administration. Processes have been reviewed and revised where improvements can be made. We saw the RI and manager are honest in their audits, and this shows they are keen to identify areas to improve.

People are supported by care staff who are suitably fit and have the required knowledge and skills to help people achieve their personal outcomes. We saw safe recruitment procedures are followed and care staff are properly vetted. Care staff are registered, or in the process of registering, with Social Care Wales; this ensures anyone providing support to people are competent and qualified to do so. Training records illustrate care staff are trained in a range of subjects relevant to their role; we saw the manager is arranging updates in these and is sourcing additional training to ensure care staff continue to have up to date knowledge.

Care staff are invited to team meetings where they can meet with some of their colleagues, share experience, reflect on practice, and share information. We saw they have one to one meetings with the manager so they can discuss issues in confidence and explore ways to advance their own career. We spoke with staff who expressed how happy they are in their job; they enjoy what they do and respect the people they support. One care staff told us the agency is looking for ways to improve with the newly implemented 'spot checks', and more frequent arranged opportunities to meet with the manager. We saw lots of 'thankyou cards', complimenting the agency and in particular the care staff for work done and their approach. We spoke with the provider who is keen to ensure staff receive the feedback given about their performance, providing a sense of being valued for what they do.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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