



Inspection Report on

Arian Care

**South Wales Chamber Of Commerce
Unit 30
Enterprise Way
Newport
NP20 2AQ**

Date Inspection Completed

10 November 2021

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About Arian Care

Type of care provided	Domiciliary Support Service
Registered Provider	Arian Care Limited
Registered places	Not Applicable (Domiciliary Support Service)
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under The Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	The service provides an 'active offer' of the Welsh language. This means it anticipates and shows commitment to meeting the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Arian Care is a domiciliary support service operating in the Gwent region. As per its statement of purpose, it provides a service to people aged over 18 with a physical disability, learning disability, mental health needs, palliative care needs, who are elderly and people with other health needs. There is a Responsible Individual (RI) and manager in place.

People are satisfied with their overall service. They and/or their representative are involved in planning and reviewing their care. Care workers have good written guidance to follow. There are measures for reducing cross-infection risks at home visits; but the provider must ensure current guidance is followed in the office too. Feedback from care workers and people using the service is mostly positive. Management oversee care workers' training and supervision needs. The provider is committed to improving and developing the service. It seeks the views of individuals and staff to inform this; but it must also ensure regular stakeholder engagement. The inspection identified no areas for priority action; but the provider must strengthen in certain areas to fully satisfy regularity requirements. These include employment contract offers; the provision of sufficient travel time; notifying Care Inspectorate Wales (CIW) of relevant occurrences; and staff personnel information. We will follow these up at the next inspection.

Well-being

People's physical and emotional well-being is promoted because care workers treat people with respect and dignity. People are consulted about how they would like their care and support needs met, which the service reviews with them. People are happy with their overall service and feel it enables them to achieve the things they want to. The service strives to provide people with consistent care workers as much as possible, to promote continuity.

People's particular communication preferences are sought and the service shows a commitment to actively offering a service in Welsh. People can feel confident care workers will understand how best to support them because they have access to good quality written information and relevant training.

People's physical health and safety is promoted because the service liaises, when necessary, with relevant professionals. Management oversee the support and development needs of care workers. This helps ensure they have the right knowledge and skills for their role. To demonstrate that a robust recruitment process is in place though, the provider must ensure full and satisfactory documentation is in order for all care workers. Measures are in place to promote the safe management of medicines, but audits lack detail. Care workers show safe infection control practices when they visit people; but the provider has not ensured current guidance is followed at all times for staff in the office. This needs addressing to protect people from cross-infection risks as far as possible.

People understand the service they can expect to receive because they have access to relevant written information. Effective governance and service oversight is demonstrated with regular RI engagement with staff and individuals. This ensures people can share their views to help inform continuous review and development in the service.

Care and Development

People are involved in planning and reviewing their care. Personal plans reflect their needs, outcomes and risks. There is clear guidance for care workers to follow. There is a policy for starting a service, summarised in the statement of purpose. People have relevant written information about their care and the service. Their communication preferences are considered, including whether they would like a service in Welsh. The service identifies care workers' Welsh language proficiency to assist with assigning individuals an appropriate care worker.

Feedback from individuals and/or their representative and examination of daily care records indicates people's care and support outcomes are met. One person described care workers as "*exceedingly good*". Another commented: "*they know [person's] likes and have a good rapport with [person]*". Some people told us they experienced recent disruption with call times and care workers. This appears to have been addressed at the time of this inspection. The service makes every effort to provide continuity of workers and people are content overall.

There are measures to protect people from the risk of harm. Care workers check equipment is in safe working order. They receive safeguarding training and have access to safeguarding and whistleblowing policies. Care workers are aware of the policies, but one spoken with was unsure where to locate them. The RI assured us care workers are made aware and they will remind them. The service liaises with relevant professionals to ensure people access the right input when needed.

People told us care workers wear personal protective equipment (PPE) at visits, to help keep people safe. Management oversee this through spot checks. There is an infection control policy, care workers receive relevant training and are required to complete regular Covid-19 tests. When we visited the office, we found the provider was not following current face mask guidance. As some office staff are involved in visiting people in their homes, following the guidance at all times is important to protect people.

Care workers receive medication training. There is a medication policy, although it needs reviewing to ensure it reflects current legislation and/or practice guidance. People's medication support needs are recorded in their personal plan. Care workers document medicines administered; but they do not always correctly use the prescribed codes. There is some evidence medication records are audited; but audits do not show what has been audited and whether there is any follow up action. The provider is reviewing this.

Leadership and Management

The statement of purpose outlines the service's aims and objectives and there is an appropriate range of policies in place. We discussed with the provider some documentation and policies that should be reviewed. This is to ensure they are clear about who the current manager is and in line with current legislation and/or practice guidance.

There are suitable arrangements for securely storing sensitive information. The service has a contingency plan, designed to ensure its safe continued operation in certain events. We were informed there has been no recent incidents or complaints. The provider has not always notified CIW of relevant occurrences. It must ensure that it does so in line with the regulatory requirements.

Feedback from care workers and examination of documentation indicates not all receive sufficient travel time between visits. We also found insufficient evidence that all care workers employed under a non-guaranteed hours contract are regularly offered a choice of alternative contracts, in line with the legal requirements. We expect the provider to address these areas, which we will follow up at the next inspection.

The RI oversees staffing resources as well as the status of care workers' registration with Social Care Wales (the workforce regulator). There are some gaps in information and/or documentation contained within personnel files, which requires addressing. The provider assured us it will review these areas.

There is oversight of care workers' training and supervision needs. Policies for supporting and developing staff are present. The service uses supervisions, spot checks, competency assessments and appraisals to support and monitor care workers' practice. The service has reviewed how it keeps in touch with care workers, as a result of the Covid-19 pandemic. It should ensure care staff have opportunities to meet at least six times a year, as per statutory guidance. Some care workers suggested aspects of communication and the on-call system that could be strengthened, which we fed back to the provider to review. Overall, care workers feel sufficiently trained and supported in their roles.

Quality monitoring arrangements encourage continuous review and development in the service. We are assured regarding the service's financial viability. Effective arrangements are in place for reviewing the quality of care and support provided to people; but the provider should take care to ensure each six monthly report considers all relevant matters under the regulations. The RI demonstrates good service oversight, which includes regular engagement with care workers and individuals to help drive improvement.

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
41	Care workers' schedule of visits must delineate travel time for each visit.	New
60	The service provider must notify CIW of the events specified in Parts 1 and 2 of Schedule 3 of the Regulations.	New
56	The service provider must have policies and procedures for infection control and minimising the spread of infection and ensure the service is provided in accordance with these.	New
35	There must be full and satisfactory information and/or documentation in respect of each care worker available at the service for inspection by CIW.	New
42	The service provider must offer care workers employed under a non-guaranteed hours contract, where the relevant conditions apply, a regular choice of alternative employment contracts.	New

Date Published: 10 December 2021