



Inspection Report on

Calon Lan Community Care

**Calon Lan
10 Vaughan Street
Llandudno
LL30 1AB**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

16 September 2021

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About Calon Lan Community Care

Type of care provided	Domiciliary Support Service
Registered Provider	Calon Lan Community Care Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	10/05/2018
Does this service provide the Welsh Language active offer?	This is a service working towards providing an "Active Offer".

Summary

People are happy with the care and support they receive from care workers. Care staff are knowledgeable, respectful and caring and are available in sufficient numbers to meet people's needs. People told us care staff are very rarely late and calls are never missed. Support is provided in an un-hurried and dignified manner by a friendly staff team. People's care documentation is detailed, giving staff appropriate instruction how to deliver support and care plans are reviewed regularly.

People receive support from a well-managed service. An enthusiastic staff team are recruited safely, supervised regularly and trained to meet the individuals' support needs. Managers undertake detailed audits of the service on a regular basis and the views of those receiving a service are actively sought. The Responsible Individual (RI) has good oversight of the service. Health care professionals are very positive about both the care and support, and the leadership and management provided by Calon Lan.

Well-being

People's views are actively sought and individuals told us they were confident they were listened to. People told us they were treated well, with dignity and respect. They said staff are friendly and staff told us they viewed people's personal plans before care and support commenced. People's care and support documentation is detailed and gives staff adequate instruction on how to support individuals, and care staff told us these gave an accurate reflection of the individual and their needs. People are supported by small teams of staff who develop good, appropriate relationships with the individuals they are supporting. The service supports people to achieve their outcomes.

The service has good measures in place to ensure people receiving a service are protected from harm and takes safeguarding individuals seriously. Recruitment practices are robust and most care staff are trained in regards safeguarding. Infection control measures are detailed and staff are trained in their implementation. Staff follow care plans closely and these plans reflect the needs of the individual accurately. They also follow the requirements set out in accompanying documentation provided by health care professionals. Risk assessments are detailed and reviewed regularly.

Care and Development

The service provider considers a range of views and information about prospective clients. People and / or their relatives are consulted regarding their care needs and preferences prior to the service commencing to ensure the service can meet their needs. Care staff view the personal plans of individuals they are to support, prior to the service commencing to ensure they are familiar with the requirements of the person. Care plans are written in conjunction with the individual. People using the service and family members confirmed they were consulted about what care and support was required and this was undertaken in the way in which the person wanted their support delivered.

People are provided with good quality care and support is tailored to the needs of the individual, which care staff are aware of. Detailed personal care plans are in place and give comprehensive instruction to care staff on how to support people. They are reviewed in line with regulations and care staff told us they are made aware of any changes to people's personal plans. Care plans mirror information contained in the service's own assessment documentation and documentation provided by health care professionals on how to support the individual, and reflect the wishes of the person on how they want to be supported. We spoke with health care professionals who confirmed the provider and their care staff are good at following instruction from them. One health care professional commented *"the provider is very good at communicating any concerns with us as well as when things are going well."* Health care professionals and people using the service said the support people received was good. One health care professional told us *"people are at the centre of the care and support given by the service"* and *"they give individuals the care and support they need."* One person who receives a service told us *"I get the support I need, there are never any issues with staff not knowing what to do."* We also found risk plans to be detailed, comprehensive and reviewed at appropriate intervals. People confirmed that they are treated with dignity and respect.

Leadership and Management

Comprehensive management arrangements ensure effective oversight of the service and required policies and procedures are in place. We saw evidence of regular audits of all aspects of the service. The Responsible Individual (RI) has oversight of the service, visits the service, has regular meetings with managers and undertakes an annual survey with staff. The provider actively seeks the views of people who use the service. Results of surveys undertaken by the service are published and sent to stakeholders. Most of the people we spoke with said managers are helpful. Care staff told us managers are approachable and supportive. One care worker told us *“managers are really, really good managers.”* Another member of the care staff told us *“all staff are lovely, there is loads of management support.”* The feedback from commissioners was generally positive and we also spoke with health care professionals who were very complimentary about the effectiveness of the services managers and staff. One health care professional told us the service was *“absolutely transparent, they come back to me with any issues they may have.”* *“I have a really good relationship with the office, especially one of the managers.”* And *“they attend organised meetings and also meetings held at the last minute.”*

We saw evidence of robust recruitment processes and knowledgeable staff are provided in appropriate numbers to support people. Care staff told us they received regular and appropriate training for the people they support and we saw training records which confirmed this. However we did see that a few staff had not received up to date training in regards safeguarding and we were told by the manager that the training matrix had not been kept current in regards manual handling refresher training which had been undertaken. We expect the provider to take action to address this and we will follow this up at the next inspection. We saw evidence regular staff supervision, appraisals and spot checks are undertaken which care staff confirmed took place. We also saw team meetings are taking place.

The provider takes safeguarding seriously and has good mechanisms in place to safeguard the individuals they support. The safeguarding policy reflects current national guidelines. There are safe systems for medicines management being followed with policies in place for staff to follow. The provider has comprehensive infection control policies and procedures and manages the risk of infection well. Since the coronavirus pandemic, the service has implemented additional procedures around this which are detailed. Care staff confirmed they have enough stocks of appropriate PPE and people receiving a service and care workers told us PPE was worn at all times.

Care staff told us they have enough time to undertake their calls. People who receive the service and their relatives told us care staff spend their allotted time undertaking support, and were very rarely late. We were told by people calls were never missed. Staff rotas confirm people receive good continuity of support from small teams of care staff. People receiving support and their relatives also confirmed this was correct. One person told us they received support from *“a small team of staff.”* Another person told us *“I have a small group of carers, if there are any changes to the carers, if someone is sick, the office lets me know who the other carer is.”*

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
N/A	No non-compliance of this type was identified at this	N/A

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