



Inspection Report on

Towy Valley Care Limited

**6 Market Square
Llandovery
SA20 0AA**

Date Inspection Completed

20/12/2022

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About Towy Valley Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Towy Valley Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	9 December 2021
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Towy Valley Care Limited makes every effort to support people to develop their independence at their own pace. People are happy about the support they receive and say care workers support them as they wish. They are active and interested in being part of their local community.

The staff team are enthusiastic and want to make a positive difference to people's lives. Care workers focus on each person's needs to maintain their well-being at all times. They feel well supported by the manager and the Responsible Individual (RI). Good communication channels are evident throughout the service and there are robust systems in place to monitor the quality of care provided.

Well-being

People are very happy with the service they receive from Towy Valley Care Limited. Care records reflect each person's support needs in detail, and care workers are aware of the importance of each person's well-being. They support each person as they wish. People told us care workers are always kind and caring, respectful and professional.

People and their relatives are happy with the support they receive. People confirmed the staff team always invite them to be involved in the decisions taken about their support arrangements: something we witnessed during the inspection.

People feel safe with the care workers who support them as they are familiar to them. This gives each person reassurance that their needs and personal preferences are really understood. People know how to make a complaint and are confident senior staff members would listen to them if they did. Each person's privacy and personal information is always kept secure.

The service offers the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. However, there is no demand for it currently, but some staff members do speak Welsh and the manager can provide documentation bi-lingually if required.

Overall, there are accurate and up-to-date plans for how care workers provide people's support, for them to achieve their best possible outcomes. The provider considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining information from social workers, together with all assessments relating to the person. From this, the staff team develops care records to describe people's support arrangements and any specific requirements they have. To remain current, care records are regularly reviewed, more frequently wherever support needs changed.

People are as active as they wish to be. Each person is engaged in volunteer work: either in local charity shops, dog-walking centres or on hospital radio. People say they like being part of their community and look forward to going out each day. Apart from commitments to volunteering, there are few set routines - unless the person wants one. Instead, people make up their own minds about how to fill their day, and the staff team help them as required. And with a flexible staff team, each person can occupy themselves as they wish.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

The service is committed to developing a culture which ensures the best possible outcomes are achieved for people. There are straightforward checking systems in place, designed to monitor each person's well-being and the quality of support they receive every day. The RI and manager oversee all aspects of the service, including:

- Issuing surveys for people and their families to feedback their opinions
- Meeting people to request feedback, and to audit the support provided to them
- Checking all documentation is up to date at all times.

Responses from the most recent audits were positive, and all conversations we had with people were extremely complimentary about the staff team who support them. One person said, *"All good. No problems at all. The staff are very nice people."* Another person said, *"It is good here. We get to do what we want."* The RI also identifies any actions needed to improve people's well-being in six-monthly quality of care reports.

Regular staff team meetings are held to give all employees the opportunity to discuss their work and to keep up to date with all new developments. Three-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded. Care workers say they are happy with the support they receive.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care. Training records show all employees are up to date with their essential training.

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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Date Published 16/01/2023