



Inspection Report on

1 Call Care

**Unit 3.14
The Maltings
East Tyndall Street
Cardiff
CF24 5EA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

18 February 2021

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About 1 Call Care

Type of care provided	Domiciliary Support Service
Registered Provider	1 CALL CARE
Registered places	N/A - Domiciliary Support Service
Language of the service	Both
Previous Care Inspectorate Wales inspection	16 October 2020
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service

Summary

1 Call Care is a domiciliary support service operating in the Cardiff and Vale region. 1 Call Care is also the name of the organisation that owns the service. The Responsible Individual (RI) is Roydon Leyshon. A manager is in place to oversee the day-to-day running of the service who is suitably qualified and registered.

Most people are satisfied with their overall service and complimentary of care workers. The provider needs to ensure though the service is delivered consistently in line with people's personal plans, including their preferences. Appropriate care documentation is in place; but some of it would benefit from more specific detail and personal plan reviews need to be more thorough. Complaints and notifications to CIW are managed effectively. Care workers feel well-supported and trained. The RI assures us recent issues affecting the timeliness of care workers being paid have been resolved. Oversight and record keeping regarding the delivery of people's care needs to be more robust. A level of oversight of the quality of the service provided is evident; but recording needs to be more comprehensive.

Well-being

People enjoy good relationships with care workers and are satisfied with the overall service they receive. Feedback from people and call records which we examined indicate discrepancies regarding call times. This needs addressing to ensure the delivery of a consistent service to people can be demonstrated. People's needs are identified within a personal plan and supported by risk assessments relevant to the individual. Some documents reflect people's preferences well, whereas others would benefit from more detail. There is improvement regarding personal plan reviews, but they need to be more thorough.

Care workers are well-supported and trained in their roles. Effective arrangements are in place for managing complaints and notifications to CIW. The service is supported by a clear management structure. Written information is not always reliable as a result of ineffective arrangements for recording and monitoring service delivery. This affects the services' ability to reliably demonstrate the care and support provided to people. There is a level of oversight of the quality of service provided, but documentation needs to be more comprehensive.

Care and Support

People enjoy positive relationships with carer workers who mostly know them well. Most are satisfied with the continuity they receive and the service makes an effort to provide regular care workers. People are content with their overall service. Most people we spoke with have experienced some call-related issues and we noted an instance whereby an individual's preferences had not been respected. These matters have not significantly affected anyone; but it causes inconvenience and impacts upon people's confidence. The provider must ensure the service is delivered in line with people's personal plan consistently.

Appropriate care documentation is present and relevant to people's care and support needs. Some personal plans and risk assessment contain good detail and clear guidance for care workers to follow. Some, on the other hand, would benefit from more specific detail about the person. At the last inspection, we informed the provider that personal plans needed reviewing more frequently. There has been good progress here, but further improvement remains needed to ensure reviews are sufficiently detailed and demonstrate engagement with all relevant parties. Risk assessments should also be reviewed at the same time as the personal plan, to ensure they remain current and accurate.

Leadership and Management

The service is supported by a clear management structure. There is evidence complaints are managed appropriately and the service notifies CIW of relevant occurrences. The statement of purpose is in keeping with the service provided; but some of the written information requires more detail. We were made aware of recent issues affecting the timeliness of care workers being paid. The RI assures us that this has been addressed and that care workers will be given reassurance.

Improvement is needed regarding record keeping. The service was under the local authority escalating concerns process at the time of the inspection. This was due to concerns about the management of people's visits and record keeping. The inspection found that recorded information is not maintained fully, accurately kept and is not always consistent with what people say. Because of this, it is not always reliable. The service has identified in its quality of care review that this needs rectifying. Improvement is needed to ensure full and accurate records are maintained for each individual at all times.

Care workers are suitably trained and supported. We received good feedback from care workers about the quality of training and support they received. An appropriate induction and training programme is in place, reflecting the needs of the people using the service. Individuals and representatives consider care workers are knowledgeable about their particular needs. Training is overseen by management. Outstanding training for a small number of care workers is in the process of being addressed.

The quality of the service provided is overseen; but recording needs to be more comprehensive. The RI told us they are based at the service and engage regularly with care workers and individuals. They need to ensure a clear record of this is documented for quality assurance purposes. We viewed a quality of care report which reflects engagement with individuals, representatives and professionals. It includes identified areas of improvement in the service. The provider must ensure feedback from care workers is also sought and evaluated, to inform these reviews.

Areas for improvement and action at, or since, the previous inspection. Not Achieved

Regulation 16(1): The personal plan must be reviewed as and when required but at least every 3 months.	Achieved
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Areas where priority action is required

The service provider must ensure that records relating to individuals are accurate and up to date at all times.	Regulation 59(3)(a)
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A priority action notice has been issued which we expect the registered provider to take immediate steps to address and make improvement.

Areas where improvement is required

Care and support must be provided to each individual in accordance with their personal plan.	Regulation 21(2)
Personal plan reviews must review the extent to which the individual is achieving their personal outcomes in consultation with them, their representative and placing authority (if applicable).	Regulations 16(3)-16(4)

The areas identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify these and we will follow them up at the next inspection.

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