



Inspection Report on

Radis Community Care (Cwm Taf Region)

**Radis Community Care
Unit C 3-4 De Clare Court
5 Sir Alfred Owen Way Pontygwindy Industrial Estate
Caerphilly
CF83 3HU**

Date Inspection Completed

06/05/2021

Welsh Government © Crown copyright 2021.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Radis Community Care (Cwm Taf Region)

Type of care provided	Domiciliary Support Service
Registered Provider	GP Homecare Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the care and support they receive from trained care workers. They described care staff as good, respectful and caring. People know care workers. Staff report high levels of satisfaction. They follow guidance relating to coronavirus including using the correct personal protective equipment to keep people safe. According to people who use the service and commissioners, the agency provides a reliable service. There are established processes in place to get to know people's needs, deliver the service and review the care provided. These show the service provider continuously monitors the service provided. Managers and the responsible individual identify problems promptly and take action to make improvements.

Well-being

Individuals receive the support they need and want. Care staff build relationships with people, get to know them and seek views and preferences on an ongoing basis. Staff cater for people's preferences and because they know people well can anticipate their needs. People told us they are supported by staff they know and can tell the agency when they do not want to be supported by a particular care worker. People speak positively about the care staff and use the words "*friendly*", "*kind*", "*very good*" and "*wonderful*" to describe them. What people want and need is recorded in their care documentation.

People are supported to remain as healthy as possible. Care staff ensure people eat and drink well by helping them if they need assistance. Staff watch out for changes in people's health and alert relevant external professionals if needed. Referrals and appointments with health professionals are arranged for regular checks, or if an individual's needs change. Staff respect people's personal choices and decisions. When necessary, staff support people to understand the decisions they need to make. In one instance, a manager went over and above to encourage a person to receive the medical treatment recommended by their consultant. People are supported to feel good about themselves. Staff support them with their personal care. Throughout the pandemic, the service provider worked with external agencies to ensure they followed the correct guidelines, had sufficient personal protective equipment (PPE) and that staff were tested. People told us staff always wear PPE.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have clear policies and procedures to guide them. There are risk management plans in place to keep people as safe and as independent as possible. When somebody raises a concern, managers inform the relevant agencies and take decisive action when any care has not been delivered as expected.

Care and Support

People receive the care they require. People described to us what support they get from care staff, this includes support with personal care, medication and meal preparation. Many describe their care workers as “*excellent*” and told us they know the team that supports them. Most people told us they know when care workers are coming and that they are on time. Records show that care is mostly delivered on time. Some people told us they receive rotas in advance and they can see who is due to support them and when. Other people told us they don’t receive rotas or they receive rotas when they ask for them. We discussed this with the responsible individual. They explained the agency sends rotas in advance to people who ask for them. They told us they would contact people again to explain this so those who want rotas can get them.

The provider considers a range of information about prospective service users before they receive support. Each person has a set of care documentation which reflects support plans drawn up by commissioners and information gathered from people, their relatives and other health professionals. This documentation includes care plans and risk assessments. Some people also have a ‘one page profile’ which summarises what is important to and for them, and how best to support them. We saw plans are reviewed; however review dates are not always clear. We discussed this with the service provider, they explained information relating to each person is kept in their paper based documentation but also electronically. This includes reviews. That information can be printed as and when required. We saw instances when this was done.

Care staff record all the care and support they deliver each day in a daily record book. When care staff administer medication, a scheme backed by the local health board and local authority is used, this includes a medication administration record. Once completed, these records are reviewed in the office, if any actions are needed they are recorded. Actions required included the way staff record information and the need for assistance from external professionals. Information in relation to timings of the support provided is held electronically. This enables the service provider to have access to reports in relation to actual timings of care provided including which member of staff attended to who, at what time and how long they stayed with the person. Managers carry out comprehensive reviews of that information when issues are raised. We noted this gave them an accurate picture of what was happening and enabled them to decide the best course of action.

Leadership and Management

The service provider has a robust management structure and established systems in place to support the smooth operation of the service. The responsible individual oversees the services provided by the agency. They oversee progress and developments, they ensure checks are carried out and collate the views of people who use the service, their relatives and staff. There is a head of care, managers and other senior staff with defined areas of responsibility in post. They are responsible for the day-to-day operation of the service. All play a part in checking the quality of care provided. We saw evidence of regular quality of care reviews and evidence of ongoing audits which take place. We also noted that the management team works well with commissioners. They commented upon the quality of the leadership and management in place and described managers as very open, transparent and that whenever there is a problem they respond promptly.

People are supported by staff who are fully vetted, trained, supported and developed. The records we examined show the provider carries out the necessary checks when recruiting staff. New staff receive an induction and staff receive training relevant to their roles, this includes infection control training. Staff say they feel valued and supported and teamwork is good. Staff say there are good opportunities for development and promotion. Managers and carer workers demonstrate enthusiasm for their roles and are able to talk to somebody more senior in the agency.

The documentation reviewed show evidence of supervision sessions, induction and training. It also shows senior staff spot check the care each care worker delivers and check on their welfare. When staff encounter difficulties, whether personal or professional, we saw evidence of additional support being offered. We noted managers take decisive action when care staff don't deliver care as expected. This has included disciplinary action and referrals to Social Care Wales. Since the beginning of the coronavirus pandemic, the service provider increased its communication with staff across the organisation. Directors send out a monthly email to all staff. During the coronavirus pandemic, this was weekly.

Areas where priority action is required	
None	

Areas where improvement is required	
None	

Date Published 08/07/2021