



# Inspection Report on

**Mon Care Service**

**Isle Of Anglesey County Council  
Council Offices  
Llangefni  
LL77 7TW**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

13/02/2023

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## About Mon Care Service

Type of care provided	Domiciliary Support Service
Registered Provider	Isle of Anglesey County Council Adults and Children's Services
Registered places	0
Language of the service	Welsh and English
Previous Care Inspectorate Wales inspection	18 <sup>th</sup> June 2019
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

Mon Care Services provides long term support to people living in their own homes, supported living, reablement services for people transitioning from hospital and a night support response service (Night Owls).

Dedicated and experienced staff deliver person centred care across all service provisions and meet Welsh language requirements without people having to ask for this. Care staff support people with their personal goals to remain independent, rebuild skills and live their lives how they choose.

Quality assurance processes are in place and continue to be developed meaning the provider is identifying areas for improvement and putting processes in place which benefits the organisation, staff and people accessing services.

Further development of manual handling risk assessments will ensure staff and people being supported are kept safe. The provider is working to ensure that following difficulties experienced during the pandemic, staff training remains up to date.

## Well-being

People are happy with the care and support they receive and have positive relationships with the staff who support them. Comments from people supported include *“brilliant, I was quite surprised that there was so much they could support with”* and *“I am very happy with the care staff, they are so helpful.”* People are happy with the times of the calls they receive and told us care staff are punctual and do not rush. Some people like to have a call rota, so they know who will be supporting them and this request is met. One family member told us *“Everything has been fantastic, no problems, the call time suits, they are always on time and communication is good.”*

Care staff offer support with dignity and respect, ensuring care tasks are completed in line with the support plan. People are supported with personal care, domestic tasks, cooking and health support such as physio exercises. People also benefit from the social aspect of care and support with one person telling us *“They are always here on time and always have a few words for you, I never feel rushed.”* Staff enjoy the work they do and take pride in seeing people they support meet their goals telling us, *“It is so rewarding when you see peoples progress, it’s about promoting independence.”*

People experience positive health outcomes because care staff collaborate with other professionals such as occupational therapists, physio therapists and district nurses to provide consistent care. One person told us *“Care staff help you and are patient, they don’t push too hard but give you confidence.”* Records seen show a good log of communication between people, families, and other professionals. Daily notes document care which has been delivered and any important information needing to be shared. One person told us staff notice things which may need attention and in doing so have ensured the person received medical attention quickly.

People are protected from abuse and neglect through thorough recruitment processes, staff training and clear policies and procedures. Systems are in place to ensure concerns are reported, reviewed, and addressed. Staff are supported with training and development; however, the provider must ensure training is kept up to date. Staff know people and their needs well. Risk plans help keep people safe but further development is needed to assessments when carrying out manual handling procedures.

## Care and Support

People can be confident the service is able to meet their needs as the provider ensures assessments and support plans are received, discussed with the person, and put in place before a package of care commences. The manager speaks with people on a regular basis to ensure they are happy with the service and if any changes need to be made. In the reablement service, reviews are held weekly as care packages are for a short period of time and peoples' needs change quickly. People have service agreements in place which outline the expectations and limitations of the service provided so people are aware of the support they can expect to receive.

The provider delivers support which is person centred and meets the individual needs of people accessing the service. Personal plans document what the person can do, the outcomes they wish to achieve and what support staff can give to help achieve them. The provider is updating the documentation used within supported living to make it more user friendly and accessible. Information about people's health and communication needs are documented and people have shared information about their life history because it is important to them. People are involved in the reviewing of plans which takes place on a regular basis and is evidenced in a review document. Many of the care staff are bilingual and we saw records of reviews and communication exchanges carried out in Welsh which shows peoples language preferences are respected and facilitated.

Risks are identified within support plans along with steps staff need to take to help reduce risks to people being supported. Additional risk assessments, specifically around manual handling, require further information about the type of equipment and task being carried out to identify potential risks to the person being supported and staff. The provider must ensure all equipment in place is documented within the manual handling risk assessment to reflect information communicated by the occupational therapist. This is an area for improvement, and we expect the provider to take action.

Care staff keep people safe by following policies and procedures and having effective communication within the team they work. Safeguarding training is completed by staff and policies refer to Welsh legislation. The provider reports safeguarding concerns to commissioners and the regulator promptly ensuring action is taken where needed to safeguard people using the service.

## Environment

The provider conducts a risk assessment which is reviewed quarterly to ensure that the environment is safe for staff and to document essential information such as gas, electricity and water cut off points in case of emergency. Home hazard checklists are completed, giving a brief overview of where care is being delivered to identify any hazards within the workspace to staff or people using the service. The provider also supports people with accessing support from fire services and the maintenance of equipment. Records are stored securely at the office and are accessed only by people who are authorised to do so.

People residing in supported living settings are supported by staff to maintain their home environment and personalise their space, choosing how they want it to be decorated and the furniture they like. Staff support people with their tenancies by contacting commissioners who liaise with landlords if any issues arise.

Care staff use vehicles provided by the organisation to carry out visits. The provider maintains these to ensure the safety of care staff using them.

## Leadership and Management

Mon care services has a robust management team in place which ensures the day to day running of all service delivery is organised and the staff team are supported. Team managers, care coordinators and care staff communicate effectively internally as well as with other external professionals which includes other providers. This means that people experience smooth transitions and can be reassured their care needs will continue to be met.

People can be confident they are supported by care staff who are suitable for the role because the provider ensures all pre-employment checks are completed and staff receive an in-depth induction. There is an ongoing commitment to recruitment and many staff have worked at the organisation for a long period of time which provides continuity and reassurance to people receiving support. Staff told us they work as part of a solid, consistent team with regular staff meetings and supervisions with team coordinators. Staff receive comprehensive training and in addition to core training, provisions such as the Night Owls have linked with the Welsh Ambulance Service. Night Owls are trained to deliver a response service which benefits people living in a rural community who may experience barriers to accessing emergency services. The provider supports staff with their learning and development and is proactive in meeting requests from staff for specific training. Due to pressures experienced during the pandemic and staffing issues, some training has expired. This is an area for improvement, and we expect the provider to take action.

The responsible individual (RI) has a good oversight of all aspects of care provision within the service, carrying out regular visits and recording this in detailed reports. Information considered during these visits includes reviewing and updating action plans, auditing documentation, and speaking with staff and people who use the service. Information gathered is used within the quality-of-care report and helps the provider to identify what is going well and where they would like to improve. The provider has implemented methods of gathering information for quality assurance and produces quarterly reports which look at feedback, complaints, concerns, safeguarding and incidents.

Policies and procedures are in place to support staff in their role, and we saw the provider had created an information file for staff to reference which includes codes of practice from Social Care Wales. There is a detailed statement of purpose and service user guide available bilingually to inform people of the services Mon Care can deliver and information about complaints procedures. The provider must ensure these are updated to reflect any changes within the service to delivery provision and delivery hours.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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15	Risk assessments do not contain enough detail about the potential risks to staff and people supported from the use of manual handling equipment when carrying out care tasks and how these risk will be minimised.	New
36	Staff have received initial training during their induction, however several courses have expired.	New

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