



## Inspection Report on

**Premier Care Plus Ltd**

**Unit 5 Field Farm  
Oakenholt Lane  
Flint  
CH6 5SU**

## **Date Inspection Completed**

24/01/2024

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## About Premier Care Plus Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Premier Care Plus Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	16/11/2021
Does this service promote Welsh language and culture?	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

Care staff are knowledgeable, respectful, caring and employed in appropriate numbers. People receive good continuity of care and support. People told us care workers are never late or miss calls. People are happy with the support they receive. People's care documentation is detailed, giving staff enough instruction on how to deliver support appropriately to the person. People's personal plans are reviewed in a timely fashion.

Care workers are properly vetted prior to employment and are well trained to ensure they conduct their roles safely. Staff have regular supervision and appraisals. The management team are visible and available to chat with people about their support. There are arrangements in place, such as audits and questionnaires, to ensure the provider knows how the service is running. The Responsible Individual (RI) has good oversight of the service.

## Well-being

People have control over their day to day lives. The provider has quality assurance processes in place which consider and act on the views of people receiving support. The RI consults with people using the service on a regular basis. The six-monthly Quality of Care review and three-monthly RI visits are completed in line with the Regulations.

People are happy with the support they receive. People told us they are treated well, with dignity and respect, and said care staff are very kind. They told us care workers are never late and never miss calls, people are always told of any changes to the times of their support. People said they receive the support they need, and care staff listen to what support they want. Care workers told us personal plans are updated as soon as the persons support needs change and are an accurate reflection of the needs of the person they are supporting.

People are protected from potential abuse, harm, or neglect. Reviews of personal plans and risk assessments are undertaken in a timely manner and reflect the information contained in professional documentation on file. Care staff told us care plans give them enough information to support the person effectively, and people said they receive good continuity of care from small teams of care workers who support them appropriately. We viewed personal plans which are an accurate reflection of the support the person needs. We viewed staff recruitment, which is robust, with care workers receiving appropriate training to meet the needs of the people they are supporting.

## Care and Support

The service provider considers a range of views and information about prospective clients. People are consulted about their care needs and preferences prior to the service commencing, to ensure the service can meet their needs. Pre-admission paperwork is detailed, and person centred. It gives an initial overview of the individual, outlines their preferences, and identifies the needs of, and risks to, the person. We saw information from professionals is also obtained prior to people receiving support from the service. We spoke to managers and saw evidence which show managers visit people in their own home prior to their support commencing.

People can be confident there is an accurate, up to date plan for how their needs are to be met. We spoke with managers who told us personal plans are reviewed and updated regularly, this was confirmed by documentation we saw and from discussions with care workers. We spoke with people who told us they have input into their care plans, and they are happy with the care and support they receive. One person told us *“My care plan is discussed with me in detail, and it is reviewed regularly.”*

Personal plans are detailed, person centred and give care staff enough instruction on how to meet the person's care and support needs. Managers and care workers we spoke with confirmed care staff must read people's care plans before commencing support with the individual. We spoke with people who told us they receive the support they need. One person said, *“The service I receive is really good.”* We also spoke with care workers who told us there is enough information in the care plan, they are person centred and care staff are notified about changes to the care documentation. We viewed people's care plans which are detailed and give staff comprehensive instruction on how to support the individual. We saw detailed instruction regarding a person's individual health needs and their personal care requirements. We also saw detailed risk assessments have been put in place. Outcomes in professionals' documentation is also reflected in people's care documentation. Risk assessments are reviewed regularly, dated, and accurately reflect the individual's needs. People we spoke with confirmed they get the care and support they require and that they are treated with dignity and respect by members of the care team.

## Leadership and Management

Management arrangements ensure oversight of the service, and we saw the required policies and procedures are in place. We saw evidence of regular and comprehensive audits of all areas of the service. The Responsible Individual (RI) has oversight of the service. The RI undertakes a three-monthly review of the service and the report produced is detailed, showing discussions with stakeholders takes place. The Quality-of-Care Review has also been undertaken in line with regulations. Care staff told us managers are approachable and supportive. One care worker told us *“The firm is very good to work for, you can ring with any problems.”* Policies and procedures in areas such as safeguarding, medication and infection control are in place, are comprehensive and reviewed regularly.

People are supported by a service which provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills, and qualifications to provide the levels of care and support required. We saw several staff files which evidence robust recruitment processes. Care staff told us they receive a lot of training which is regular and appropriate for the people they support. We saw training records which confirm this, with training in areas such as safeguarding, medication and epilepsy being undertaken. We spoke with managers and saw evidence which shows there is an induction process in place which ensures new care workers shadow an experienced member of the team before they undertake support with people. Care staff and people using the service told us they are supported by small groups of care workers. Staff rotas confirm people receive good continuity of support from small teams of care staff. We saw evidence of regular staff supervision, appraisals, and team meetings, which care staff confirmed take place.

We also spoke with people about whether care staff are ever late or missed calls. People told us care staff are hardly ever late and never miss calls. One person told us *“Carers are never late; they even get to us in the snow.”* People we spoke with also confirmed they receive a copy of their rota weekly, so they know when and which staff are coming.

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

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