



Inspection Report on

Danygraig domiciliary care agency

**Glamorgan Care Ltd
Danygraig
Porthcawl
CF36 5SR**

Date Inspection Completed

30/03/2023

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About Danygraig domiciliary care agency

Type of care provided	Domiciliary Support Service
Registered Provider	Glamorgan Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	02 March 2022
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

Dan Y Graig Domiciliary Care Agency delivers a person-centred service to people living in their own homes. Care documentation focuses on people's personal outcomes and is clear and concise. Risk assessments highlight areas of concern and strategies for keeping people safe. People and their representatives speak highly of care workers and management, saying they are happy with the level of care and support they receive.

The Responsible Individual (RI) takes a hands-on approach and is involved in the day to day running of the service. Governance and quality assurance measures are robust and help the service run smoothly. Care workers told us they feel supported in their roles and receive relevant training to meet the needs of the people they support. There is a safe recruitment process ensuring care workers have the right skills and attitude needed to work in the care sector.

Well-being

The service adopts measures to keep people safe. Care workers are aware of their safeguarding responsibilities, receive relevant training and know how to raise concerns. Policies and procedures promote safe practice and are kept up to date. Risks to people's health and safety are assessed and managed. Medication is administered in line with the prescriber's recommendations and there are appropriate infection control systems in place. Confidential information is stored securely and can only be accessed by authorised personnel.

People are treated with dignity and respect. People and their representatives report having positive relationships with care workers saying they are kind and compassionate. We saw positive interactions between care workers and people. It was clear care workers have a good understanding of the people they support and are familiar with their individual needs and routines.

The service offers person-centred care and support where people's individual needs are considered. Personal plans highlight people's personal outcomes and provide clear instructions regarding care delivery. Care workers have good access to people's care documentation, so they are aware of the level of support required. People and their representatives are involved in the care planning and review processes. This is to ensure people's voices are heard and they have a say regarding the delivery of their care and support.

Care and Support

Peoples care and support needs are set out in their personal plans. We examined a selection of personal plans and found they are person-centred. This means they focus on people's individual outcomes. They also provide clear information detailing the best ways of supporting people to achieve their outcomes. We saw personal plans are reviewed in consultation with people and their representatives regularly to ensure information recorded remains relevant. Risks to people's health and safety are assessed and there are management plans in place detailing measures to protect people from harm. All care documentation is stored electronically. Care workers have access to this via an app on their mobile phones. This is a live system with any updates to care documentation being communicated to care workers instantly.

People and their representatives are happy with the level of care and support provided and have good relationships with care workers and the management. People we spoke to provided consistently positive feedback regarding care workers. One person said, *"They are all very good. I get on well with all of them, I couldn't wish for anyone better"*. A relative of a supported person told us, *"They are fabulous, they are great with dad, friendly and approachable. All really nice"*. The positive feedback we received was supported by positive interactions we witnessed between care workers and people when we conducted visits to people's homes. We saw care workers supporting people in a dignified respectful manner.

The service supports people with medication needs and there are measures in place to reduce the risk of cross contamination. There is a medication policy and care workers receive medication training. The services electronic care planning system alerts care workers if medication needs to be administered. Administrations are then recorded on an electronic medication administration recording chart (Emar). We looked at a selection of these and found people receive their medication as prescribed. Care workers have access to a plentiful supply of personal protective equipment and know when and how to use it. The infection control policy contains up to date information and care workers receive relevant training on a regular basis.

Environment

This domain is not considered as part of a domiciliary inspection. The agency office is suitable for its intended use with secure storage facilities.

Leadership and Management

People are supported by a staff team who are safely recruited and feel valued and supported in their roles. Care workers receive regular supervision and appraisal sessions where they discuss their practice and development opportunities. We sampled records relating to supervision and appraisal and found the required levels of formal support are being provided. Care workers we spoke to provided positive feedback regarding the management using words like, “*supportive*” and “*really good*” to describe them. Care workers are recruited via a safe recruitment process. We looked at a number of personnel files and found all the necessary pre-employment checks have been completed. These include Disclosure and Barring Service checks and references from previous employers. We saw evidence of a structured induction programme where new employees receive training and get the opportunity to shadow experienced members of staff.

There is an on-going programme of training and development. Care workers are positive about their training saying it equips them with the skills needed to provide good quality care and support. Records relating to training provision show the service is largely compliant with its training requirements. All staff working at the service are required to register with Social Care Wales. This is to ensure they are suitably qualified to work in the care sector and have the skills and knowledge necessary for providing good quality care and support.

There are procedures in place to ensure the service runs smoothly. The service has robust quality assurance measures helping it reflect and develop. The RI is up to date with all their specific duties including visits and quality of care reviews. We saw evidence the RI regularly meets with supported people and staff to gather feedback to inform improvements. We looked at the latest quality of care report. We found the report clearly highlights the services strengths along with areas where it can develop further. We examined a selection of the services policies and procedures which are aligned to current best practice and statutory guidance. Policies and procedures are kept under review, so they remain relevant. Other written information we saw included the services statement of purpose and user guide. Both these documents are reflective of the service provided and contain all the required information.

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
19	The provider is not compliant with regulation 19(3)(b). This is because the services User Guide does not contain information regarding the availability of advocacy services.	Achieved
36	The provider is not compliant with regulation 36(2)(c). This is because not all staff working at the service have received an annual appraisal.	Achieved
79	The provider is not compliant with regulation 79. This is because we did not see any evidence to suggest policy's and procedures are routinely reviewed.	Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

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