



## Inspection Report on

**Celtic Residential Care Domicillary Care and Supporting People**

**67 Pill Road  
Milford Haven  
SA73 2NL**

**Date Inspection Completed**

15/05/2023

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## About Celtic Residential Care Domicillary Care and Supporting People

Type of care provided	Domiciliary Support Service
Registered Provider	Celtic Residential Care Ltd.
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	22 August 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

A small team of workers offer people a reliable; consistent and flexible service. People are satisfied with the support they receive and workers are committed to providing people with person centred and individualised care.

Care workers are motivated; feel valued and appreciated by an experienced manager who knows the people receiving support, and the staff team, well.

## Well-being

People are safe and protected from harm. Care workers know the action they are required to take if they suspect a person is at risk or is being abused. They are confident any concerns they report to their managers will be dealt with appropriately.

People are supported by a small team of workers who are suitably trained and feel part of the team. One told us *“It’s wonderful. The best job I have ever had”*, explaining further how they are motivated by trying to make people’s lives better. One person corroborated this, describing staff as *“very caring”* and agreed they are skilled in their work.

There are high levels of satisfaction for people receiving support. One said *“they are nice and friendly. I get on well with them”* and another told us *“They are brilliant. They know me and know when I am unwell”*. One person described workers as *“respectful”* and *“friendly”* and said they like to have a laugh with them.

Well-being is enhanced because people receive support from a service which is reliable and has the values of person-centred support as a value. Care workers are flexible and responsive and know people well.

## Care and Support

People receive support from a small; motivated and experienced team of workers. There are high levels of continuity, with people seeing the same workers on a regular basis. The service is also reliable, and the manager told us they have not missed any calls. This was corroborated by one person who said they had never been let down by the service but did say workers are sometimes late, because they are busy.

Care workers know what person-centred support means and do their best to provide this. They are as flexible as possible, and know people well. They know what and who is important to them. Interactions between people and those caring for them are friendly and relaxed.

People's needs vary, with some needing more practical support which includes going shopping or to appointments, and some needing support which may include encouragement and social support to build confidence and maintain a level of independence. Support plans set out people's needs and what care workers are required to do to help the person meet these. Care workers find the records helpful and have time to read them. Most have been reviewed within the required timeframes, but some contain some out-of-date information. The manager agreed to review these following the inspection. Daily records are detailed and person-centred. Some of the support plans are signed by the person which demonstrates they have been involved in the writing and review of them.

One person told us how they are looking to move to more independent living and the support team are assisting with this. The service has seen some people move on to needing less support following their intervention which shows people's goals have been considered with care workers focusing on people's individual needs to help them achieve their outcomes.

## **Leadership and Management**

The governance arrangements are effective and show the views of people are considered. The Responsible Individual (RI) and manager work closely together and have good oversight of the service. They are both very visible within the service, and care workers are able to discuss any ideas or concerns with them.

Care workers have the training they need to safely and effectively meet people's needs. The training matrix shows most training is up to date.

Staff files show workers are appointed following a safe recruitment process. The correct checks are carried out before starting work, with evidence of references; photographic identification and safety checks. There is evidence supervision is carried out in accordance with regulation, and workers do get feedback on their work. Files are easy to navigate but do contain some old and out of date information.

### 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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N/A	No non-compliance of this type was identified at this inspection	N/A
36	Care workers do not have up to date training. care workers have not had training in supporting people with epilepsy. care workers do not have training in supporting people with severe and enduring mental illness.	Achieved



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