



Inspection Report on

Waterview Domiciliary Care

**Neyland House
Neyland Terrace
Milford Haven
SA73 1PP**

Date Inspection Completed

17/06/2021

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About Waterview Domiciliary Care

Type of care provided	Domiciliary Support Service
Registered Provider	WATERVIEW CARE LIMITED
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17 October 2017
Does this service provide the Welsh Language active offer?	Yes

Summary

Waterview Domiciliary Support Service is a small service which is registered to provide care and support for people in their own homes.

People are supported by a motivated and well trained staff team. The manager is very visible within the service and receives good support from the Responsible Individual (RI). The RI visits the service often and knows the people who are supported and the staff who work within the service well. He maintains good oversight and carries out the necessary checks to ensure that the service continues to move forwards.

We found that people experience a good quality, flexible service. People have control over the care they receive and are encouraged to share their views through regular quality assurance audits. People's care preferences and routines are set out within detailed personal plans. Care workers understand people's particular needs and the service adjusts people's support to suit their wishes, where possible. There are systems in place to help protect people from harm. People are supported by familiar care workers who have been appropriately recruited and trained. The service has implemented appropriate infection control measures and these are being closely monitored by the manager. Care workers are motivated and feel valued and supported in their roles.

Well-being

The service considers and supports people's individual needs and preferences. We found that people are able to contribute to decisions about their care and support. The service carries out assessments to make sure it is able to meet people's needs safely. The information gathered is used to complete a range of risk assessments and personal plans that outline people's care preferences and routines. People's own abilities are also identified, along with how care workers can support people to make choices. We found that staff are committed to providing a flexible service that benefits those being supported. People receive regular quality assurance calls or visits to check whether the service they are receiving is continuing to meet their needs and wishes. If people want to make changes to their care and support, these are considered and accommodated where possible.

People receive the care and support they need to promote their health and well-being. People told us they enjoy care workers' company and are satisfied with the support they receive. The service completes detailed personal plans that explain what people hope to achieve from their care and support. Care workers receive the training and support they need to carry out their roles. The service makes sure people receive the correct level of support with their medication from appropriately trained care workers. Care workers have access to the equipment they need to promote good standards of hygiene and infection control. This is an area that the manager monitors closely due to current COVID-19 risks.

There are systems in place to protect people from abuse and neglect. People told us they are cared for by familiar care workers who they feel comfortable with. The required recruitment checks are carried out to make sure staff are safe and suitable for the work they perform. Records confirm that staff complete training in relation to safeguarding during their induction; they are then required to complete regular refresher training. Staff told us they have read the service's policies and procedures and are given updates as necessary. The service has a safeguarding policy that is reviewed annually. The service, therefore, has systems in place to safeguard individuals.

Care and Support

All care staff complete a comprehensive initial induction and probation process. The service overall has good staff retention, with a number of staff having worked at the service for some years. There are well-organised systems in place for the provision of a schedule of visits for each care worker. This includes sufficient call time to enable care and support to be provided to people using the service. There is a dedicated staff member employed to manage staff rotas. These are closely monitored and flexible around the needs of people and the availability of staff. Care workers we spoke to all felt they had sufficient time to carry out their roles and were happy with contractual arrangements.

The care and support that people need is clear within personal planning documentation. Care records provide detailed guidance to staff. All staff we spoke to said that they had sufficient time to read the care plans and they demonstrated a good knowledge of people and their individual support needs and preferences during conversation. Review of personal plans is consistent and evidences the views of people, their relatives and relevant professionals. Care planning documentation is person centred and includes a holistic view of the person. Daily recordings are detailed and individual risk assessments have been developed around people's care, support and activities. These are regularly reviewed and updated in order to reflect current risk.

People receive the support they need from care workers are familiar to them. People told us care workers always attend their calls as expected and stay as long as needed. The service provides a consistently good standard of care and support to people. People we spoke to said that they are extremely happy with the service and are very pleased with the quality of staff who support them. They feel care workers treat them with dignity and respect and include them in any decisions that affect them. People told us they greatly benefited from the care and support they receive and that their lives had significantly improved as a result. Comments include *"The care staff are amazing. I think of them as my family. They respect my home and nothing is too much trouble for them. They are all first class."* We saw clear evidence of people achieving their goals within the service and this was reflected in their care records.

Leadership and Management

There are systems in place to monitor quality in the service. Reports completed by the responsible individual (RI) demonstrate that people are consulted and contribute to the running of the service. People and care staff told us they are able to raise any ideas or concerns with both the RI and the manager and are confident of receiving a helpful and timely response.

People can be confident their care and support needs are met by care staff who have been safely recruited and are appropriately trained. The training matrix demonstrates that the majority of care staff are up to date with training. All those spoken to said they consider that they have the skills and training necessary to enable them to effectively carry out their roles and meet people's needs effectively. In addition to the required mandatory training care staff also access specialist training in order to meet the needs of the people who they care for and support. Records show that the required recruitment checks are carried out for any new staff and that their suitability for employment is assessed at interview. We saw that there is a system in place for renewing staff's Disclosure and Barring Service (DBS) checks.

Care workers feel supported and valued and that communication between the manager and themselves is good. Care staff spoke of the support offered by the manager and the staff team as a whole. They described instances during the COVID-19 pandemic where fellow staff members readily covered shifts and helped one another out when necessary. Care staff told us that they are encouraged to raise any ideas or concerns they have with the manager who is receptive and responds positively.

Environment

The quality of environment is not a theme that is applicable to a domiciliary support service. However, we noted that the service operates from a secure office which has suitable space for record keeping and for the safe storage of confidential information.

We saw that appropriate infection control measures have been implemented in the office from which the service is operated.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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