



Inspection Report on

Elliot's Hill Care Ltd - DCA

**Great Elliot's Hill
Crowhill
Haverfordwest
SA62 6HT**

Date Inspection Completed

18 May 2022

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About Elliots Hill Care Ltd – DCA

Type of care provided	Domiciliary Support Service
Registered Provider	Elliots Hill Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receiving their care and support from Elliots Hill benefit from care workers who are motivated and suitably trained.

People are supported to do things that matter to them, by care workers who are friendly and kind.

There is a robust management team to support care workers and the team is led by an experienced manager.

The governance arrangements are robust with a clear focus of monitoring and improving quality.

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 their managers would take the measures necessary to ensure people are safeguarded.

Care workers have good relationships with the people they support. One care worker is proud of the achievements a person has made which has led to an increase in their independence and a relative described the staff as “*very reliable*” and another told us how they consider care workers like and know one person well.

People confirmed this, describing care workers as “*lovely people, brilliant*”. Another person told us the care workers “*know what to do*” and are “*kind, friendly and like to have some fun*”.

People’s needs are met by workers who are motivated; appropriately trained and who want to make a difference to people. Most care workers feel valued, with one describing their managers as “*fantastic*”. However, one worker does not feel valued and said the managers are “*quick to point out mistakes*” adding that they don’t offer any praise. One care worker told us “*Staff go above and beyond. It’s not just a job. We want to make sure they have the best life possible*”. Another told us “*I just love my job*”. Relatives corroborated this, with one telling us how they have all, always got on very well with the staff.

People’s well-being is enhanced by the opportunities they have to do things which are important to them. Some people are employed and others like to spend time in their homes; having responsibilities for keeping it clean and tidy as well as doing activities. People also enjoy spending time away from their home on trips or shopping.

Care and Support

Electronic records are maintained with care workers having access to a secure app on their phones. Entries are made as care and support is offered meaning the records are an up to date record. Care plans are detailed and informative and provide care workers with clear instructions on how care is to be offered. Some people have a pen picture document which sets out what and who is important to the person. The provider has agreed to consider if this would be beneficial for all people using the service.

Daily entries are, in the main, person centred and comprehensive and give a clear picture of the person and how they spent their time. But some contain only information about the support offered and do not give a picture of the person; their mood and how the care and support impacted upon them.

Care workers find the electronic system good and they have time to read people's care plans and daily records.

People are supported to ensure their physical health needs are met. Records show people attend for routine dental and opticians appointments with assistance from staff. Care workers know how to recognise signs of skin damage and contact the district nurses as necessary. Some people the service supports have high physical health care needs and workers have the training they need to safely meet these needs. Care workers are trained in the use of Moving & Handling equipment and those with special dietary needs have clear and comprehensive nutritional care plans. Relatives are kept informed of any changes and one told us they are invited to care planning review meetings.

People can do things which matter to them. One person told us they like going shopping or for trips out with care workers and a relative told us one person likes going out in their car with staff. Some people are employed or do voluntary work and others enjoy spending time in their home, keeping it clean and tidy as well as doing activities.

People are supported to achieve their outcomes. One person has successfully lost weight and another told us the care workers help them to make good choices and decisions. One relative spoke about the real progress one person has made, saying "*their speech is beautiful. They are coming on really well*".

These achievements are acknowledged by care workers, with one describing the progress a person has made in respect of their diet and is now choosing a more varied diet. They also spoke with some pride about the way the person is now able to express her feelings and emotions; something they were previously unable to do.

People are wholly complimentary about the staff describing them as "*brilliant*" and "*friendly*". Relatives concur with this, with one telling us "*they are all looking after X really well*" and another told us about the positive relationship one person has with the care workers; "*They know Y well, the staff like him*".

Environment

This area is not applicable to domiciliary care agencies, but the offices are well maintained; easily accessible and with adequate parking. There is space for care workers to meet with managers in private if necessary.

Leadership and Management

There are some effective and robust governance arrangements in place to monitor quality. The responsible individual (RI) produces a quality report and has a good knowledge of the service and those it supports. The area managers also monitor quality through a detailed monthly quality audit. The most recent audit demonstrates a level of rigor as areas in need of improvement as well as areas where the service is doing well have been identified.

Care workers are appointed following a safe recruitment process. Information is held electronically and staff find the system easy to navigate. References are obtained and checks carried out to ensure applicants have the experience and qualities needed for the job. Risk assessments are appropriately carried out and reviewed where necessary.

Supervision is carried and care workers have annual appraisals. Care workers get feedback on their work and are told when they have carried out their duties well, and also where there are areas they could improve. Care workers can also meet with a senior colleague to discuss any issues; concerns or ideas at times outside of formal supervision.

Most care workers feel valued. Some talked about the opportunities they have had for promotion within the service. They are able to raise ideas and concerns and are confident of having a helpful and productive response. Training is a priority, and the training matrix shows a high level of compliance, with care workers trained in a range of areas including mental health; autism; record keeping and person centred care. Some people the service supports have high physical health care needs and care workers are trained in these relevant areas.