



Inspection Report on

Safe Haven Domiciliary Ltd

**First Floor Unit
Bierspool lodge
London Road
Pembroke Dock
SA72 6DT**

Date Inspection Completed

15/11/2022

Welsh Government © Crown copyright 2022.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Safe Haven Domiciliary Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Safe Haven Domiciliary Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Safe Haven is a domiciliary support service based in Pembroke Dock and operates within that area. The service has recently reduced its number of care packages within the community due to staff shortages that were placing a significant strain on the service. This has caused some disruption to people receiving care and support in the community. The service is working closely with the local authority to improve the quality of its systems and processes and to ensure that it continues to meet the needs of the people it supports.

Overall, people are satisfied with the care and support they receive. Care workers communicate well with people and know how best to support them. People are respected as individuals. Despite the challenges faced by the service there is a sense of team work amongst care workers. Care workers are motivated to provide good quality care to those they support. Staff are suitably recruited and trained. The RI and manager oversee the running of the service. We found the quality of record keeping to be satisfactory.

Well-being

The service has systems in place to help protect people from abuse. The provider has worked with the local authority to reduce the number of care packages it has so that its domiciliary service is provided safely and to an acceptable standard. People confirmed they receive the level of support they need and are comfortable with the care workers supporting them. Records indicate that the service recruits staff in a safe way. Staff receive training in relation to safeguarding and the service has policies and procedures in place to guide them in this.

The service develops personal plans based on people's individual needs and preferences. Where applicable, personal plans are organised in line with plans provided by the local authority so that people receive their care and support at an appropriate time and for as long as required. People told us that care workers treat them in a dignified and respectful way. Care workers know what matters to people and how they can support them to achieve their particular goals. The responsible individual (RI) seeks people's views about the service and visits them regularly.

There are systems and processes for recording incidents, accidents and complaints. There is an appropriate recruitment system. Measures are in place for safeguarding people from the risk of potential harm and abuse, as well as reducing cross infection and medication risks. A management structure is in place and a deputy manager has been employed to assist the manager for the service.

There are arrangements for reviewing the quality of care and support provided. The RI meets with people who use the service at least three monthly and produces reports on the quality of care at the required times.

Care and Support

People are involved in planning and reviewing their care whenever possible. They told us they enjoy good, safe relationships with care workers and are treated with respect. Competency checks, in the form of spot checks, on care workers help to ensure that expected practice standards are maintained. Although the service makes efforts to provide regular care workers to people this has not always been possible because of staff shortages. Nevertheless, people and their relatives did not view this as problematic and told us that all the care workers who attend are good. One person told us that the care workers who support them: *“couldn’t be better”* and another said: *“I think of them as my daughters. They are brilliant”*.

Initial assessments consider people’s needs and desired outcomes. Personal plans are reviewed and updated regularly. Care documentation is audited to check for completeness and accuracy. Personal plans provide clear guidance for care workers to follow. They reflect people’s personal needs, preferences and outcomes. Potential risks, and measures for managing them, are considered.

Measures are in place for minimising medication and cross infection risks. Systems are in place to safeguard people from abuse and neglect. Risk assessments reduce the risk of harm and are reviewed on a regular basis. Staff complete safeguarding training and are aware of how to raise concerns. There are safeguarding and whistleblowing policies in place.

Staff support people to maintain health and wellbeing. We saw evidence of communication and advice sought from health and social care professionals.

Environment

This is not an area considered for domiciliary care agencies. However, we note the offices are easily accessible, clean and have space for care workers and visitors to meet with managers in private.

Information is locked away safely in order to maintain confidentiality.

Environmental risk assessments are carried out to make sure people's homes are safe for care workers.

Leadership and Management

There are some effective governance arrangements in place to monitor quality. The RI is very familiar with people and with the care workers who work at the agency. Quality reports are developed within the required timescales and include the actions taken to continue to ensure quality as well as a recognition of the efforts made by care workers to maintain the service. We were notified of financial issues relating to the service and were assured by the RI and manager, who are both company directors, that this is in hand and is not impacting negatively on the care people receive.

Staff are appointed following a safe recruitment process. Files are easy to navigate and contain the information needed. References are obtained and risk assessments carried out as necessary. A record is maintained which shows DBS checks are up to date.

People receive care and support from workers who are suitably trained. Training has been offered in a range of areas including medication, safeguarding and infection control. Care workers feel they have had the training they need to carry out their work effectively and people receiving care, and their relatives, consider workers to be competent.

Care workers are able to speak to their manager about any concerns they have, and their work is checked by spot checks and regular monitoring visits. People are consulted about the care they receive. Daily records made by care workers are informative and are reviewed by the manager in order that any issues or trends can be seen and responded to promptly.

The provider is experiencing challenges in recruiting and has handed a number of care packages to the local authority. The service covers three specific areas, rotas include travel time and workers have enough time to travel between people's homes. We were notified that no visits have been missed and workers spend the allocated time with people, unless the person chooses otherwise. We were told that if a care worker was to be late attending a call the person would receive a telephone call to notify them. People we spoke to confirmed that they had not received a call later than the 15 minute lee-way given after their arranged time and that they were notified by phone that this would be the case. People and their relatives told us that care workers had been noticeably more prompt over recent months however.

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
------------	---------	--------

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

Date Published 13/12/2022