



Inspection Report on

Janet Roberts Care Agency

**Greenfield Business Centre
Greenfield Road
Greenfield
Holywell
CH8 7GR**

Date Inspection Completed

19/12/2023

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About Janet Roberts Care Agency

Type of care provided	Domiciliary Support Service
Registered Provider	Janet Roberts Care Agency
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17 November 2022
Does this service promote Welsh language and culture?	This is a service that does not provide an 'Active Offer' of the Welsh language.

Summary

People enjoy high standards of care from Janet Roberts Care Agency. They and their relatives and professionals involved all praise the professionalism and flexibility of the service and also the calibre, and respectful, cheerful attitudes of staff. People's individual needs and preferences are catered for, plans are up to date and people are pleased they can alter the way care is delivered to suit themselves as quickly as needs and priorities change. Everyone involved in the inspection agrees the service goes above and beyond to ensure a quality provision. Physical and emotional health and wellbeing is improved with the support provided, whether this be with enhanced mobility, increased social activity or from the friendly uplifting conversation with care staff when they visit.

The provider of the service has excellent oversight of the business; they and the rest of the management team know their clients well. They complete checks to ensure practices and procedures remain effective. Staff are well trained, supported and valued and many have worked for the service for many years. They enjoy their work and know they make a difference to the people they support because their manager relays the positive feedback received from satisfied customers. The service and staff is motivated to ensure the best care is provided.

Well-being

People have control and choice about their care. The assessment of needs and preferences is completed with people needing a service and their family, and professionals also have an input. There is a clear picture of what the person needs and wants and how they prefer their care to be provided is collated. People feel they can ask staff to deviate from the formal care plan should they change their mind and want something else doing instead. People praise the care staff and the care they receive and confirm the service is flexible, changing care delivery to suit their current needs and preferences.

People are supported to remain healthy and happy; their independence is promoted. Since using the service, some people have gained skills such as enhanced mobility and participate in more social activities. Staff follow guidance from any health professionals involved with the person they are supporting; they are motivated to ensure the best quality care is provided. Staff are very experienced and skilled to carry out their role; they know safe practices and will initiate additional support when needed, whether this be from the service or from other professionals.

People are protected from abuse and neglect as the service employs knowledgeable, well-trained staff who meet regularly with management and can contact them at any time. All staff are confident their views are valued, and they can raise any concerns with manager swiftly. Staff are trained in safeguarding, so they know what to look for, and the service has written policies and procedures to follow. People receiving care know how to make contact with the manager and their views are sought frequently through reviews and regular phone calls with the manager.

The service recognises the importance of supporting people to maintain relationships with family and friends. This is a feature of the care plan. Carers have a break while the care staff are supporting the person. They told us they can trust them completely and they are pleased with the familial rapport staff and the person has. Some people are escorted to shops so they can do their own shopping and visit other social events. One person told us how staff sit and talk if they have finished their care plans tasks and this is valued. People feel much better after a visit from the staff. Their wellbeing is improved with the interactions

Care and Support

The manager considers a range of views when assessing the person's needs. Care planning is a co-ordinated and combined effort. People, their relatives, and professionals are all involved so all needs and preferences are captured accurately. We saw a person-centred profile of the person receiving care which provides staff with a clear picture of their background, their personal history, their interests, family, and what matters to them.

The service provider has an up to date and accurate plan for how care is to be provided to meet the person's needs. We saw these are updated every three months and people told us someone from the service meets with them or telephones to check they remain happy with their service; they then get paperwork confirming current arrangements which they sign. Additionally, people said they can ask the carer to do something extra or different when they arrive and they will do this. Care is dynamic and ever changing to suit peoples changing needs and preferences.

People using the service are provided with a high quality of care and support that meets their needs and exceeds their expectations. People told us how nothing is too much trouble for staff; three professionals told us how effective the service is and how the service goes above and beyond to do everything they can so the person can remain living at home. One professional told us '*They always go the extra mile*'. Plans consider risks such as falls, and moving and handling, and also any care plan provided to meet specialist needs. Without exception, people are full of praise for the service. No professionals could think of anything that needs improving and one said they have never had a negative review.

People are supported to follow advice and guidance from health professionals to enhance their independence and their well-being. We saw an occupational therapist has completed plans for staff using mobility and transferring equipment. A physiotherapist has provided guidance to staff to help improve a person's mobility and this has been very effective; they are now much more mobile. People described how staff make them happy and lift their spirits with their cheerful and friendly ways. One professional told us '*Most people refer to the staff more as friends or family*'. Another professional praised the '*excellent standard of care*' and noted '*good working relationships with the client and elements of trust and rapport are clearly evident*'. It is clear care staff play a major role in people's mental and emotional health.

Leadership and Management

The provider has governance arrangements in place to help ensure the service continues to run smoothly and effectively. People told us they are contacted to check they are still happy with their service and that it meets their expectations. Professionals told us someone from the service always attends review meetings to share information and views. Staff meet with management on an ad hoc basis through just calling in the office to chat, and more formally through the staff support processes. Their views are important to the management; they feel listened to and able to make suggestions for change if needed. Feedback from people using the service, professionals and staff is sought and taken seriously.

Good arrangements are in place for the effective oversight of the service, through ongoing quality assurance processes. We saw quarterly quality monitoring reports consider care planning processes and records, staff training, support and records, the relevance of current policies and procedures. The service's statement of purpose was reviewed this year and is up to date. A biannual quality of care review report shows the provider knows what is working well in the service and where any improvements could be made.

The service provider has developed a culture of openness and candour within the service, and we saw examples of staff expressing concerns about their own limitations and vulnerabilities and open discussions about the most appropriate staff for supporting particular individuals. Staff feel valued and respected by the management team; they feel trusted and that their views really matter. Some staff have worked for the agency for as long as ten years, and this is testament to the leadership and management of the service. The provider appreciates their staff and illustrates this in a variety of ways.

Staff are well trained and supported to do their work well. We saw they are safely recruited with all checks completed to ensure their suitability prior to employment. Much of the training is face to face so staff can interact with each other and the facilitator to ensure a good understanding of the subject. One staff said '*They find us courses and find us training that matches our role*'. Staff and records confirm one to one supervision takes place every three months and staff value this. They can reflect on practice, on their own aspirations and voice any concerns should they have any.

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
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