

Inspection Report on

Conwy County Borough Council Domiciliary Care

**Conwy County Borough Council
Coed Pella
Conway Road
Colwyn Bay
LL29 7AZ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

30/11/2023

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About Conwy County Borough Council Domiciliary Care

Type of care provided	Domiciliary Support Service
Registered Provider	Conwy County Borough Council
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	8th August 2019
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

This service delivers a variety of support services across Conwy. The services are delivered from five localities which in older people's services match the localities covered by the community nursing team. This allows for a more integrated approach with the health board. The services include domiciliary care and support for adults, supported living schemes for adults who have disabilities, domiciliary support for children and adults who have disabilities, and extra care housing schemes for older people.

This service provides consistent care by care staff who know them well. Care staff feel supported and encouraged by management. The management team are consistent and thorough and are effective in recruiting and sustaining staff. Management is established and has robust mechanisms in place for monitoring to ensure a good quality service is provided.

Well-being

People have control over their day to day lives. People told us they feel happy with the care they receive and said they are involved in the planning of their care. People's families and friends also told us they are happy with the service provided. Care records are electronic, detailed and up to date. Care staff said these are easy to navigate and update.

Management showed us how they monitor care records and care provided, via this system. We saw people's individual routines, choices and preferences are recorded and care staff follow these when providing care.

People are assisted by care staff to be as healthy and active as they can be. Care staff aim to support people to be as independent as possible. Appropriate links are made with the relevant professionals as and when required. Communication is effective. Care staff and management facilitate and encourage contact and communication between people, their friends and their families. We evidenced good communication and record keeping regarding the care people need and receive. The oversight of care is efficient and reliable.

There are measures in place to safeguard people from harm and risk. Care staff know people well and are responsive if care needs change. They know what to do and who to contact if they become concerned about someone. Management ensures care staff receive ongoing training in safeguarding. They respond efficiently when care staff communicate issues. Appropriate risk assessments are undertaken regarding people's surroundings, to ensure the safety of people and visiting care staff.

Care and Support

Service providers ensure personal plans are accurate and up-to-date, and detail how people's care is to be provided to meet individual needs. We viewed a sample of personal plans. We saw people's needs are central to the planning and provision of care. We were shown how the electronic care records can be recorded by the carers whilst they are with people. These can be accessed by all carers involved in individual care and overseen by management, in any location. The quality of the care records is good and accurate. Care records are set out to ensure people's individual needs, preferences and wishes are considered during each call.

People are supported and encouraged to have access to health and other services. Care records demonstrate effective communication with a variety of professionals. People and their families told us care staff assist and enable people to attend or receive visits/appointments regarding their health needs. Professionals told us communication is effective and regular. They told us care staff and management are effective in taking advice and implementing any changes to individual care routines. We were shown a sample of communication records between care staff, management, health and other professionals. We saw evidence care records are altered when care needs change or when health or other professionals provide advice and guidance.

Service providers ensure there are mechanisms in place to safeguard people from risk and harm. Care records include details about possible risks to individuals. These include individual risk assessments which are detailed and up to date, and cover people's care needs and their surroundings. The training programme shows care staff receive ongoing training in areas such as safeguarding, falls, moving and handling, which is up to date; they know what to do and who to contact if they become concerned about someone. Care Inspectorate Wales (CIW) have found the service to be efficient and timely when responding to any concerns or safeguarding issues. The provider keeps records of incidents and safeguarding issues arising. These are recorded and monitored efficiently. There are up to date policies and procedures for care staff to access and refer to if they become concerned about someone.

Leadership and Management

The service provider has effective and robust governance arrangements in place to support the smooth operation of the service. This is central to the high quality of the service provided. The statement of purpose (SOP) has recently been updated and reflects the service provided. We evidenced the policies and procedures are regularly reviewed and updated when required. These are available to all care staff and management and inform the training programme undertaken and care provided. Care staff feel supported and attend regular staff meetings and supervision, in line with governance arrangements.

The provider has effective oversight of the quality of care provided. Regular meetings take place to monitor care to promote ongoing improvement. The responsible individual and management team gather information and oversee the continuous monitoring. They have established effective and robust systems which feed into each other. Part of this monitoring includes speaking with people, their families, staff, and professionals. There is a process of ongoing audits to monitor the quality of care. The provider ensures the 'active offer of Welsh' is given to people who are first language Welsh. They aim to ensure Welsh speaking carers are matched where possible.

There are effective measures in place to ensure financial stability of the service, whilst ensuring the service provided is of good quality. Training is provided for care staff in the offices which are accessible, appropriately secure, and central. Although the pandemic has had a negative impact on staffing levels, there is and has been ongoing and safe staff recruitment and retention. This was reflected in staffing records and service finance documents. We viewed a sample of audits, which demonstrate effective and efficient financial planning and maintenance.

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

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