



## **Inspection Report on**

**Carmarthenshire County Council In-house domiciliary care service**

**Carmarthenshire County Council  
3 Spilman Street  
Carmarthen  
SA31 1LE**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

29/11/2023

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## About Carmarthenshire County Council In-house domiciliary care service

Type of care provided	Domiciliary Support Service
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	23/03/2022
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

People receive a high quality service delivered through committed managers, the responsible Individual (RI) and staff teams. The RI and managers have a clear vision for the service. They have effective oversight of the service through a range of quality audit tools, innovations and Regulation 73 visits.

People's individual care and support needs are at the centre of those working in the service. Care workers speak warmly and knowledgeably about those they support. Care and support records are very detailed and in the majority of records we read, give a real sense of the person, their current care needs and what is important to them. People and their families hold the service in high regard.

## Well-being

People's care needs are met and their choices and views are recognised. Care records provide detailed information about the needs and preferences of people and in the main give a real sense of the individual. The service works pro-actively with health and social care professionals to ensure people remain as healthy as possible.

The RI seeks the views of people and their representatives during their visits and as part of the Quality of Care review. People and / or their representatives actively contribute to the planning and review of their care. People raise concerns about the service when they need to and feel these will be addressed. The service offers an 'Active Offer' of the Welsh language and people can communicate in Welsh or English as they choose.

People are protected from the risk of harm and abuse. Care workers understand their responsibilities to protect people from harm. Recruitment and selection procedures are strong. Staff receive regular supervision, an annual appraisal and ongoing training and support which ensures those working at the service have the right skills and approach to care. Policies and procedures are in place to support care workers. These are reviewed regularly.

## Care and Support

People receive high quality care and support to meet their individual needs. Care workers have a good understanding of the needs of people and are enthusiastic about providing the best possible care. Staff told us *“I want my clients to have a smile on their face because they are happy with the care I provide”* and *“I take great pride in my work, I want the best for the people I care for”*. Care and support plans are very detailed and in the majority of records we read are person centred, give a real sense of the person, their current care needs and what is important to them. Care plans and associated risk assessments are reviewed regularly. People and /or their representatives are involved in the planning and reviewing of their care and this is clearly recorded. An electronic care records system is used which ensures up to date information is readily available for care workers to support them in their role. The service works closely with the Intermediate Care Multi-Disciplinary Team where access to professionals from health and social care are readily available. This integrated approach has the person at the centre of its service to ensure the best possible outcomes are achieved.

The service strives to maintain continuity of care for people. Whilst there have been some difficulties in the recruitment of care workers, every effort is made to ensure people receive their care and support when expected and by familiar care workers. A service support team are employed to ensure people receive their care calls on time. They are able to deal with and manage staff absences, any service delivery issues and keep people informed of any delays or changes to their planned care. People told us *“the carers are very rarely late but if they are going to be I get a call from the office”, “I have regular carers so I get to know them well,”* and *“there have been some changes to the carers, but in the main they stay the same ones. Every one of them are good”*.

People and their relatives speak highly of the care workers and the care they provide. We were told *“the carers are a great help, I don’t know what I would do without them, they are kind and company for me, I have a chat with them all”, “the carers are all lovely and kind”* and *“the carers are ‘spot on’, they visit my gran four times a day, they are fantastic, she couldn’t be cared for better which is great to know and see”*.

People and their relatives are able to raise concerns about the service if they need to. We were told *“I have no concerns at this time, but I have the office number if I have any concerns”, “I have just complained about a carer being late one evening. I know this is being looked in to and I have confidence it will be addressed”, “I would speak to one of the seniors if I had a concern”,* and *“I have the contact numbers including out of hours number if I have any concerns”*. The organisation’s Complaints Procedure is provided for all people who are in receipt of the service.

## Leadership and Management

There are strong governance arrangements in place. The RI undertakes Regulation 73 visits to the service within the required timescales. CIW have received copies of reports which demonstrate people, their representatives and staff are spoken with as part of her visits to the service. Staff working in and people receiving the service confirmed this with us. There are a range of monitoring tools and audits undertaken by the managers. Actions required from these audits are acted upon and reviewed regularly. The six-monthly Quality of Care Review uses feedback from people and their representatives involved in the service and information from internal audits to inform their report.

The Managers feel very well supported by the RI and between them make a strong senior team with a clear vision for, and oversight of the service. The wellbeing of care workers is important to the management team who greatly value the hard work and dedication of the staff teams. Care staff speak highly of the leadership and management of the service, we were told *“this is a great job and place to work”*. *“[manager] is very supportive and provides sound advice”*, *“[manager & supervisor] are both excellent, I can speak to them whenever I need to,”* *[RI] is very approachable and supportive”*.

Care workers receive a detailed induction, regular supervision and an annual appraisal. This has been corroborated by speaking with staff and reading their personnel records. Staff attend a range of mandatory and specialist training to enable them to support and protect people who are sometimes living with complex needs. Staff told us about the different training they have completed and the benefits it brings to them in their role and the people they support. Feedback from staff did identify they do not receive basic First Aid training. The service’s training matrix and discussions with managers and the RI confirmed this. Since this shortfall has been raised, we have been advised First Aid training for all care staff has been sourced and will be delivered from the early part of 2024.

Recruitment records hold the required information and checks. Whilst there have been some difficulties in the recruitment of care workers, the service has employee incentives to help attract and retain staff. Shift and working preferences are considered to help promote a positive work / life balance and this is deemed to be a real benefit to the staff we spoke with. One care worker told us *“it was a very good decision to join the team. I work four shifts on and four shifts off which gives me a good work/life balance”*.

The service operates in line with its Statement of Purpose and on-line notifications are submitted to CIW in line with requirements.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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