



Inspection Report on

Glamorgan Home Care Limited

**Home Instead
Unit 6 Regents Court
Nettlefold Road
Cardiff
CF24 5JQ**

Date Inspection Completed

19/09/2023

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About Glamorgan Home Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Glamorgan Home Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	21 June 2022
Does this service promote Welsh language and culture?	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

People are extremely happy with the care and support they receive. Their feedback about the service they receive is important to the provider. People and their representatives feel the quality of care is excellent and positively impacts their daily lives. People experience consistency of care from dedicated and compassionate care staff. Services are tailored to meet people's needs and care documentation informing staff is of a high standard. People are involved in decisions about their care and support. Care staff complete high-quality training to cater for the needs of people using the service. The service retains staff well, and people share a strong bond with regular care staff.

The leadership and management of the service is highly effective resulting in the provider delivering an exceptional service. All staff receive support in their roles meaning the whole team is working together to deliver the best outcomes for people. Strong quality assurance systems mean the service is very well monitored, which is an improvement since the last inspection. The responsible individual (RI) reviews the performance of the service and is responsive to issues should they arise. The culture of the organisation is united, with outcomes for people at the heart of the service.

Well-being

People and representatives are included when the service completes the personal plan to ensure their preferences are fully heard. People told us the service takes a lot of time when discussing their care needs with them, and they include other things that are important to them. The service is creative and innovative in the ways they plan well-being outcomes with people and are striving to continually improve how they gather information to meet people's needs. Care staff are fully informed of people's care and support needs. People receive the right support at the right time. Personal plans contain very detailed information about specific health conditions and tell care staff what to look out for and what to do should a person become unwell. People's personal outcomes are consistently met to a very high standard. The service looks beyond care and support with people's lives and achievements being celebrated and acknowledged. We were told "*The service is just amazing*", the care and support has "*Positively improved my relationship with my family member.*"

Information about the service is available to people and representatives. People experience very good communication with the Home Instead team. People feel confident they can speak to the right staff at the right time. Accessing reliable information provides people with peace of mind. The service is quick and responsive to people should they have a concern or worry.

The service promotes people's engagement with others and the local community if they wish to do so. People told us "*When I fancy a walk, care staff are always happy to go with me.*" A person's need to belong and be included in every day life is recognised and the importance of social inclusion is highly valued by the service. Information about community groups that enhance people's well-being is shared in a quality newsletter and the service is highly innovative in the ways they engage with the wider public.

People benefit from outstanding leadership at the service. The RI reviews the performance of the service to ensure the quality is sustained and embedded. The RI and manager demonstrate creative thinking to develop innovative ways to further enhance the service. The manager is empowered to make decisions and receives regular support from the RI. Staff are well supported in their role and are exceptionally focused on the well-being of people using the service.

Care and Support

Home Instead provides people with very high-quality care and support. People and their representatives are consistent in their exceptional praise of the service they receive. People told us the service is “*Sensitive, professional and helpful.*” We saw creative and meaningful ways in which the service engages with people such as celebrating exceptional milestones, life achievements and recognising and celebrating a person’s life in a sensitive and compassionate way. The bond and relationship between care staff and people is valued at the most sensitive of times.

People's needs are thoroughly assessed before the service confirms whether they can meet the persons needs safely and effectively. A service agreement informs people of their rights. People told us their personal plans tell care staff what they can do for themselves and how they would like their support. The person is at the heart of the personal plan and outcomes are agreed to promote people’s choice, independence, and well-being. We found examples where staff had gone above and beyond to ensure people received a tailored service which significantly enhanced their life. People's personal plan considers diverse needs and lifestyle choices. Cultural identity is recognised, and the provider is proactively planning on how to further develop their Welsh language offer to people. Risks to people are assessed and management plans guide care staff on how to assist people safely and encourage their independence. Most people receive a timely review of the personal plan.

Care staff complete detailed daily records of the care and support they provide. Records are well maintained and clearly document a person's well-being and they receive the right support at the right time. People told us they have plenty of time with care staff and do not feel rushed. Records show us care staff fully complete the tasks set in the personal plan and there is quality information sharing between care staff. Representatives are fully and consistently kept up to date on matters.

People’s medication is well-managed. Information on how people want to be supported with their medication is detailed in the personal plan. There is strong oversight of medication recording charts by senior care staff. Care staff are trained to administer medication and their skills and knowledge are monitored to embed a safe and consistent approach when handling medication. The provider is actively upgrading their systems to further enhance the ways the service records and monitors medication administration.

Leadership and Management

The provider sets very high standards of care and is consistently looking at innovative ways to further enhance the service. The governance and oversight at the service is highly effective. The RI and manager display visible leadership. Staff unanimously told us they feel appreciated and working for Home Instead is *“Incredibly rewarding”* and they are *“Well supported by a professional and compassionate team.”* There is a positive and open staff team culture. We saw safe staff recruitment arrangements in place. We were told about effective mentoring for new care staff and how the service takes great care to match care staff with people. All staff receive a comprehensive induction. Nearly all care staff receive regular supervision, and most are up to date with necessary training. Care staff access good quality training to meet the needs of people using the service. People can be assured staff are fully informed and knowledgeable on how to keep people safe and how to report concerns and safeguarding matters should they arise.

Staff are given regular opportunities to meet as a team to share experiences and be fully informed of changes that are important to their role. Staff told us *“I feel I can talk openly, and my welfare is of great importance to management.”* Nearly all care staff are registered with Social Care Wales, the workforce regulator, with others being in the process of achieving their registration. Nearly all care staff hold a suitable qualification.

The service recognises the importance of involving people and seeks their views. They achieve this through home visits, contact by telephone and questionnaires. People feel at ease expressing their views about the service. Feedback informs service improvement. People and their representatives we spoke with were highly complementary about the service and said the service is *“Extremely good at communicating.”*

The RI completes the quality care review which is highly informative and detailed. The review tells us what the service is doing well and what can be done better. Improvements and new ideas are welcomed by management and the action plan tells the provider of how improvements and innovations are progressing. There are highly effective systems in place to enable the manager to respond to concerns and complaints, and any lessons learnt are acted upon. Policies and procedures fully inform staff of their responsibilities in areas such as safeguarding and medication management. All policies seen during the inspection follow expected guidelines.

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
8	The service must ensure that systems in place are appropriately analysed and monitored in order for improvements to be made	Achieved

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