



Inspection Report on

Right at Home Newport

**Right At Home
Unit 7 Castleton Court
Fortran Road
Cardiff
CF3 0LT**

Date Inspection Completed

06/09/2023

Welsh Government © Crown copyright 2023.

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 Right at Home Newport

| | |
|---|--|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Cardiff Homecare Ltd |
| Registered places | 0 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 17 February 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

Right at Home Newport is a domiciliary support service which operates in Newport. They provide care and support to adults with a range of needs in their own homes.

The care and support provided meets people's personal outcomes and people are satisfied with the care and support delivered by their regular care workers. Overall, people feel listened to and there is good monitoring and oversight systems in place to demonstrate a commitment to delivering a service which is of good quality.

Care documentation is organised, relevant and reflects people's preferences. Personal plans are developed and reviewed in consultation with people and their representatives. There are suitable measures for medication safety and infection control, and people are protected as far as possible from harm and abuse. Care workers are confident in their roles, they know how to raise concerns and have access to guidance and records which are clear to follow. Care workers receive suitable recruitment checks, training and support. The management team show a commitment to the well-being of people using the service, as well as promoting the well-being of staff. Care workers enjoy working at the service, they feel valued and told us the management team are approachable and take action for people.

Well-being

People have control over their care and support and are treated with dignity and respect. People who were consulted with told us they are happy with the care and support they receive from their regular care workers. One person told us, *"I couldn't have better carers, we have a good relationship"* and *"My care workers have a good understanding...they are very wise, sympathetic and helpful."* Another person said, *"They go above and beyond."* Overall, continuity of care for people is good. On most occasions, people have access to their regular care workers and preferred approaches, this may be affected for people during times of higher levels of staff sickness.

People are supported by a happy staff team that enjoy working at the service. Feedback from staff is very positive, particularly around the organisation of their rota and ability to work with the same group of people, in set designated areas, which provides close working relationships. Care workers feel confident in their roles and can access and record information about people that is clear and easy to follow. People are supported by staff that are safely vetted, trained, and well supported in their roles.

People are supported to do the things that matter to them. People's care and support arrangements are designed in consultation with the person which considers personal wishes, people's likes, dislikes, and preferences with care tasks clearly recorded.

Leadership and management have good governance arrangements in place and there are robust policies, procedures, and audits at the service to improve service delivery. People are kept as safe as possible from harm and abuse. Staff know how to report concerns and we found good safeguarding investigations at the service. There are safe medication arrangements and infection control measures to protect people's health and safety. There are good oversight and monitoring systems in place to capture intelligence of safeguarding concerns, complaints, and incidents. The provider takes appropriate action in response to emerging patterns and trends to promote people's well-being.

Care and Support

People receive the right care and support in line with their personal outcomes. Continuity of care for people is good. On most occasions, people's calls are well planned and delivered by familiar staff who arrive on time. This means people can develop meaningful relationships with their care workers. Continuity of care for people may change when there are higher levels of staff sickness. Half of the people we spoke to told us, on occasions when there are changes to their weekly schedule and unfamiliar care workers attend to their home, this impacts on people receiving their preferred approaches and people are not always informed beforehand. The provider is taking action to address this. The service provider needs to ensure personal plans and reviews are as robust as possible to include best approaches to guide staff to understand how to interact with people in a meaningful way. This enables any new care workers visiting to achieve the right engagement with the person and adopt the same approaches used by regular, familiar staff.

People can be assured there are good medication policies and procedures in place and good oversight and audits of care delivery, including care workers logging in and out times. Care workers do not always stay for the full allocated time during a call, care workers ask for permission before leaving once all care tasks have been completed. All people we spoke to told us they are happy with this arrangement and the length of time care workers spend with them during a visit.

People's individual circumstances are considered. People's care and support arrangements are designed in consultation with the person which considers personal wishes and a personal profile in place. People are included in the assessment and care planning processes with their likes, dislikes and preferences of care tasks clearly recorded. Personal plans reflect people's particular needs, care tasks required and personal outcomes. Care workers feel written guidance on how to care for and support people is good and clear to follow. Daily care records and feedback from people indicates care and support is delivered in line with the personal plan. Risk assessments are in place and the service involves people in reviewing their personal outcomes. Personal plans and reviews need to capture recent changes to people's well-being needs, incidents, and management of risk to ensure they contain the most up to date information. This also ensures new information and recent concerns are easily accessible to any visiting care worker.

Leadership and Management

The service provider has good governance arrangements in place to support the smooth operation of the service and ensures there is a sound basis for providing good quality care and support for people. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service. The Responsible Individual (RI) has a regular presence at the service, they engage well with people, their representatives and staff, and professionals involved. The RI produces a robust quality of care review report, with action plans in place to improve the quality of care provided. There are sound policies and procedures in place and good communication systems to share knowledge with staff.

People are supported by staff that are safely vetted, trained, and well supported in their roles. Pre-employment checks including references and Disclosure and Barring Service (DBS) certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. Support staff receive regular supervision and appraisals relevant to their roles. The RI has provided assurances additional training will be arranged to ensure staff receive more individually tailored training in line with the needs of the people who use the service. There are effective monitoring systems for staff DBS checks and registrations with Social Care Wales, the workforce regulator. Staff are also supported to obtain further social care qualifications.

People can benefit from a service which has a happy staff team and focuses on well-being within the workforce. Feedback from staff is very positive, particularly around the organisation of their rota and ability to work with the same group of individuals in set areas which provides continuity. Care workers feel confident in their roles and can access and record information about people that is clear and easy to follow. Support staff are motivated, they feel valued, well trained and supported by the management team. One care worker told us, "*Management are flexible, you get good support to manage your childcare commitments.*"

People are safe and protected from abuse and neglect. People are supported by staff who have a good understanding of how to protect people and how to report concerns. There are robust policies and procedures in place for keeping people safe and a good managerial oversight system for analysing patterns and trends. The service provider promotes hygienic practices and manages risk of infection.

People have a voice and are informed about how to make their concerns known. There are concerns and complaints processes in place with good statistical analysis of patterns and trends. The provider needs to ensure record keeping for incidents, complaints and concerns include actions taken and analysis of lessons learnt. This ensure service provision is reflective, evolving and improving in response to feedback from people using the service.

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 |
| 8 | Regulation 8 (1) - The service provider must ensure effective arrangements in place for monitoring, reviewing and improving care delivery, safeguarding, complaints and accident and incidents. | Achieved |
| 60 | The service provider must notify the regulatory of any allegations of abuse made against the service | Achieved |
| 26 | The service provider must ensure records of safeguarding referrals and outcomes are maintained to enable oversight and scrutiny of safeguarding within the service. | Achieved |

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 13/10/2023