



Inspection Report on

Harbour Care Services Ltd

**Harbour Care Services Ltd
94 Charles Street
Milford Haven
SA73 2HL**

Date Inspection Completed

25 April 2022

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About Harbour Care Services Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Harbour Care Services Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working towards. This is a service that is working towards providing an 'Active Offer' of the Welsh language. It anticipates, identifies and is making efforts to meet the Welsh language needs of people who use, or intend to use their service.

Summary

People who use Harbour Care receive their care and support from a small team of motivated workers who are effectively trained and led by an experienced manager and management team.

There is a focus on quality and providing person centred care. People and their relatives express a high level of satisfaction with the service.

The service is well managed with people being able to rely on the staff to provide the appropriate care at the times agreed.

Well-being

People are safe and protected from harm. Care workers know the action they are required to take if they suspect a person is at risk or is being abused. They are confident any concerns they report to their managers will be dealt with appropriately.

People are cared for by workers who are motivated to provide high quality care. People, and their relatives are wholly satisfied with the service, with some relatives choosing Harbour Care for several of their relatives. Everyone we spoke with would recommend the service. One person described their care as “*super-duper*” and another told us “*they always chat*”.

Dignity and respect are important qualities for the provider, and there is an emphasis on person centred care which is not rushed. People feel they have a good rapport with those caring for them. People, and their relatives have a level of trust and confidence in the service. Care workers are also respectful of people’s property. When asked if care workers leave the house tidy, one person responded saying “*I should say so*”.

There are some effective governance arrangements in place to monitor quality and people’s views are sought and considered. Feedback is given to care workers to help ensure they remain engaged in the service.

People receive care from workers who are safely recruited and effectively trained. Care workers get feedback about their work and they are not asked to do anything for which they do not feel appropriately trained or skilled to do.

People also receive care from a service which is reliable. No visits have been missed and workers spend the required time with people. Visits are, at most, sometimes “*minutes*” late, and if workers are delayed, then workers from the office will go out and carry out the call to make sure people do not miss out on their care.

Care and Support

People receive care and support from a small team of care workers who are motivated; reliable and friendly. One person told us they see mainly the same people, which aids continuity. One relative told us they had a high level of trust in the care workers.

Care workers understand what person centred care is and strive to provide this. One of the responses from an audit carried out by the provider said, "*They always ask me what I want and I make a decision*". On another occasion, care workers went over and above what they are required to do. This was acknowledged by the manager who wrote to the staff member saying "*The person centred approach made a great impact on X... X said this made their day... Thank you for being so thoughtful*".

People are supported with their physical health needs. Care workers are able to recognise signs of pressure damage and know who to report any concerns to. Relatives are confident of being contacted if workers have any concerns. Managers are easily contactable for advice and information. Care workers are also able to recognise if a person is at risk of harm and know their responsibilities to report any safeguarding concerns.

Paper care records are maintained and these are well organised and easy to navigate. Care plans are detailed and informative. They give a clear picture of the care and support people require. Daily records are detailed and informative. There is also a focus on privacy and dignity. Care workers find the records helpful and have time to read them.

Care workers say they have enough time to offer the care and support needed. People consider the workers to be friendly and do spend time chatting, either as they are carrying out their duties, or when they have finished and sit and chat. Care workers do not feel rushed and say they have enough time to travel between visits.

Environment

This is a theme which is not routinely considered when inspecting domiciliary care services. However we note the office is well maintained and in a central location. There is space in the office to people to meet in private.

Risk assessments are carried out on people's property to ensure it is safe for care workers and also to consider what adaptations may be needed for the person.

Leadership and Management

There are some effective governance arrangements in place to monitor quality. The responsible individual (RI) and manager meet regularly. Reports have been written which demonstrate the views of people and those working for the service have been sought and considered. Feedback has been good with people satisfied with the service they receive. This reflects the positive comments made by people and their relatives throughout the inspection.

Care workers are suitably trained. The training matrix shows most training is up to date and care workers consider they have the training needed to enable them to effectively and safely carry out their duties. Care workers are trained in a range of areas including medication; moving & handling and caring for people who are living with dementia.

Care workers are supervised. The supervision matrix shows most workers are up to date. In addition, spot checks are carried out to ensure they are carrying out their duties to the required standard.

They consider they get balanced feedback on their work to help with their personal and professional development.

Duty rotas are written in a way which enables care workers to travel between people's homes. People told us their visits mostly last for the allocated time and care workers confirmed this. They said the only time visits are cut short is if all care has been completed and people do not want to sit and chat with the worker. Everyone we spoke with describe the care workers as reliable and said they have never been let down by the service. People also said it was very rare for workers to be late.

People receive care and support from workers who are motivated. Morale is good. One worker described their job as "lovely" and care workers feel well supported by the manager and the management team.

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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