



## Inspection Report on

**Harbour Care Services Ltd**

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

## **Date Inspection Completed**

02/06/2023

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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	25 April 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Harbour care is a service where people receive reliable and good quality care. This is from a small team of workers who are appropriately trained, feel valued and supported, and are effectively led by managers who are experienced.

Care workers know people well, because records are comprehensive and informative, and also because workers have built a rapport with those they care for.

There is a focus on person-centred care, with workers being flexible and unhurried, resulting in people, and their relatives having a high level of satisfaction in the service.

## Well-being

People are safe because care workers know what they must do if they think a person is at risk of abuse, harm or neglect. Staff are confident the manager would take any concerns seriously, and also take the action needed to safeguard people.

People have very good relationships with those who support and care for them. One told us *"I don't class them as my carers; they are my friends"*, and a relative described the service as *"exceptional, I can't fault them"*. People appreciate the friendliness of the staff with one saying *"they are lovely. I'm happy"*.

Well-being is enhanced because the service is reliable. No calls have been missed and there are processes in place to make sure that if a worker is unavoidably delayed, another member of the team carries out the visit.

The values of the service are embedded in practice which, in turn enhances people's well-being. People are at the heart of the service meaning the managers focus on quality and look for ways to meet people's needs in the most effective and person-centred ways.

## Care and Support

People's physical health needs are met. Care workers know how to recognise signs of pressure damage as well as other illnesses or changes; and know to record and report any such concerns.

Paper records are maintained. There are care plans and risk assessments for a range of areas including personal care; moving & handling and the physical environment. Each person has a detailed and informative personal history which includes what and who is important to them. Daily records are comprehensive and reflect the care plans. Most of the entries are person centred and include information about how the person was, as well as the practical tasks carried out.

People receive person centred care. People, and their relatives, consider care workers know them well. One person said "*they know my awkward funny ways*" and another described them as "*marvellous*". Relatives corroborated this, with one saying "*They have a better relationship with X than I do. They understand X*", and another said "*they know Y's little foibles. They go that extra bit*".

The service is flexible and responds to people's changing needs and requests as far as they are able. One person has asked for a later evening call and the provider is looking at ways to accommodate this. A relative confirmed how accommodating the service is and said they fit in additional visits if they are able. The manager said they sometimes accompany people to appointments if requested. The service is also reliable. No calls have been missed and calls are not cut short because of time constraints. If care workers are going to be late, they inform the person effected, and when necessary, other staff will carry out the calls.

The focus on choice, control and voice is central to the service, and care workers respect people's rights to exercise choice. Care records show if a person has declined certain aspects of their planned care and note how the person spent the time instead. Some people enjoy spending time chatting with their worker and another described how workers have gone above and beyond what they are required to do, with one saying how staff went out and got them a coffee when their kettle broke, as they knew how much they enjoyed this. Another said they will get some groceries or pick up prescriptions, and during the inspection we saw one care worker delivering a prescription they had collected for a person.

## Leadership and Management

There are some effective and robust governance arrangements in place to monitor quality. The provider asks for feedback on the care and support people receive, and places the values of 'voice; choice and control' at the heart of the service.

Care workers, relatives and those receiving care and support find the managers helpful and responsive.

Care workers are appointed following a safe recruitment process. Any gaps in employment history is accounted for and the necessary checks are carried out, with files containing evidence of references; identification checks and Disclosure and Barring Service (DBS) checks. Files are easy to navigate but do contain some old and out of date information.

Supervision is carried out, as well as regular spot checks to monitor the quality of support offered to people. This results in workers feeling valued and supported. They are confident of getting balanced feedback on their work and see this as a way of helping them develop. Records show the efforts made by workers is acknowledged, with one noting "*thank you for all your hard work and dedication*".

Care workers consider they have the training they need to do their job safely and effectively. The matrix shows most training is up to date. When new workers start they have a period of induction where they shadow more experienced workers.

The provider ensures care workers can meet with them in private if necessary. Confidential information is kept securely within the office.

### 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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