



Inspection Report on

Stars Domiciliary Care Ltd

**Unit 10 Garth Drive
Brackla Industrial Estate
Bridgend
CF31 2AQ**

Date Inspection Completed

10/10/2023

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About Stars Domiciliary Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	S.T.A.R.S. Domiciliary Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	25 March 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 who use the service, and their relatives, are extremely satisfied with the standard of care and support provided. The service is provided within supported living accommodation or their individual homes in the community. People are involved in creating their high-quality personal plans, and these are updated when any changes in care needs occur. They have a fantastic social life as they take part in a range of meaningful activities and community events, including holidays. Care workers enjoy their work, they feel valued and are exceptionally well supported by management. Good quality training is provided, and continuous learning and development is facilitated and promoted. Care workers treat people with wonderful respect, and they are aware of their responsibility to protect people from harm. There are exceptionally effective measures in place by the Responsible Individual (RI) to consistently monitor the quality of the service provided. People have regular opportunities to share their views about the service they receive, and they feel listened to.

Well-being

People are treated with dignity and respect. Care workers inspire people to be ambitious and to lead an independent lifestyle. Their caring, sensitive approach helps people develop at their own pace, so they successfully achieve and maintain their goals. Care workers are highly trained which enables them to effectively meet the needs of the people they support and have positive relationships with them. Feedback from people and their representatives is extremely positive. Care workers are confident and enthusiastic about their roles and enjoy working for the service.

People are supported to be as healthy as they can be. Information regarding how their physical and emotional health, well-being and behavioural support needs are met are contained within their care files. Individuals have access to community-based health and social care services. Care workers encourage individuals to lead a healthy lifestyle and support them to attend personal appointments. Strong medication management systems ensure medication is safely administered. We saw appointments are recorded and any contact made with healthcare professionals is documented. Highly motivated care workers know the people they support well and recognise changes in their presentation and report appropriately.

People have choice and control as far as practically possible. People or their advocates are fully involved in care planning and the review process. Their personal preferences are detailed in personal plans of care. This ensures people receive person-centred care and support. Care staff encourage people to be as independent as possible and support them to develop skills to further their independence. People have their own personal routines and engage in activities of their choice within the service and the community. The RI engages with people using the service and seeks their views as part of quality assurance processes.

As far as possible, people are protected from harm and abuse. High quality risk assessments and management plans help reduce the risks to people's health and safety. There is a safeguarding policy and care workers receive relevant training. Care workers told us they are aware of their safeguarding responsibilities and the process for raising concerns. Care workers receive regular supervision where they can discuss any issues with their manager. Other policies and procedures such as medication, whistleblowing and positive behaviour support are relevant, kept under review and support safe practice.

Care and Support

People benefit from an excellent standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. The service's pre-admission process and documentation considers individuals' compatibility and the potential impact upon others receiving support. We saw the RI requests care needs assessments and risk assessments from the commissioners before they agree to provide the person with a service. We looked at people's care files and saw they provide pro-active and up to date clear information on the individual's needs. As well as individuals' compatibility, the service ensures the care worker supporting an individual has been matched appropriately, with common interests. If an individual has a complex need or health condition, specific training is provided to the care workers who support them. Personal plans are developed in conjunction with the person or their representative. They highlight people's outcomes and provide care workers with clear instructions regarding care delivery. Robust risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe. A local authority care manager told us "*They provide high quality, person-centred care and support to the individuals they work with*".

There are consistent and appropriate staffing levels in place to meet the care and support needs of people using the service. We spoke with several staff who have worked at Stars for a number of years. There is an on-call system that goes over and above what might be expected. There is a 'back up' on call manager who is available to cover any staff shortages. This means agency staff are not used, which provides continuity for people being supported. Relatives are extremely complimentary about the service. One told us "*They support people to stay in the community*".

People are supported to be as independent as they can be and can participate in activities they enjoy. Care files contain weekly planners which set out people's daily routines. Activities include domestic tasks as well as leisure pursuits. People are encouraged and supported to use public transport. People's activities vary according to their interests and abilities. We noted several people have been on holiday with support from care workers.

Strong arrangements are in place to protect people from harm and abuse. A comprehensive safeguarding policy is in place, which follows the Wales Safeguarding Procedures. Care workers understand the policy and have completed safeguarding training. They are aware of their responsibilities to report any concerns they may have regarding the people they support. Care workers confirm they feel able to raise any concerns with the manager, and they are confident they would be listened to.

Leadership and Management

There is a strong, dedicated, and supportive management team with excellent governance arrangements in place to ensure a high-quality service is delivered. The service has strong values ensuring people get a high-quality service from a professional, caring team of staff. The RI is very accessible, supportive and participates in the daily running of the service. The manager is enthusiastic and has a good working relationship with care workers. There is a newly recruited deputy manager. Care workers feel valued in their roles and were complimentary of the management. Staff say they feel supported, and morale is good. They told us can talk to management, who are all approachable. Staff told us *“I really enjoy the job, it’s a really nice place to work”, “It’s a very rewarding job, you see the individuals benefiting”, “management are brilliant”* and *“I have no complaints whatsoever, it’s a 10/10 from me”*.

An excellent recruitment process ensures care workers have the skills and attributes required for working in the care sector. We examined a selection of personnel files and found all the necessary pre-employment checks have been completed. These include, employment history, references from previous employers and Disclosure and Barring Service (DBS) checks. After being offered a post at the service, care workers are required to complete a structured induction which is aligned with the All-Wales Induction Framework. Care workers are also required to work a six-month probationary period where their competence within their role is assessed. Shadowing opportunities are provided where care workers get to work alongside experienced members of the team.

Care workers receive comprehensive training and support to meet people’s needs. The service is fully compliant with its training requirements. All staff have on-going training to meet specific needs of people they support. Staff say they are happy with the training available. Staff speak positively about the regular formal and informal supervision support they receive from the management team. There are robust up to date company policies and procedures in safeguarding, whistleblowing, infection control and medication. Staff receive regular supervision and appraisals. Overall, staff say they feel valued and supported and find the management approachable. Regular staff meetings take place, which supports good communication.

There are systems and processes in place to monitor, review and improve the quality of care and support provided. We saw evidence the manager and RI have good oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place. The RI produces a quality of care report on a six monthly basis. The service also offers various formal and informal opportunities for people and their representatives to ask questions and give feedback. Those receiving a service are supported to participate in monthly reviews. They and their relatives are also asked annually for feedback by way of satisfaction surveys.

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
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