



## Inspection Report on

**Tereen Ltd**

**Suite 2-7  
Quinton Hazell Enterprise Park  
Glan Y Wern Road  
Colwyn Bay  
LL28 5BS**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

### **Date Inspection Completed**

Date\_Last\_Inspection\_Completed\_  
17 March 2022

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## About Tereen Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Tereen Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	<a href="#">17/06/2019</a>
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

### Summary

The provider ensures the well-being of people and care staff. Care staff know people well and feel supported by management. Although staffing and recruitment has been affected by the pandemic, there are measures in place with contingencies to prevent staffing levels becoming an issue. Management are passionate about the quality of care and ensure people receive the right care. The provider invests time and finances into the service in the service and ensures ongoing and thorough oversight of the quality of the service people receive.

## Well-being

People have control over their day to day lives. The care people receive is planned around individual need. People we spoke with, told us they are happy with the care they receive and feel listened to and respected. The three care files we reviewed are well organised and detailed with information about people's care needs, choices and preferences. Records show care staff work in partnership with other agencies, including health care professionals. People receive care within their own homes.

People are as healthy and active as they can be. The people we spoke with told us they are assisted to continue to be as independent as possible within their daily routine. People are supported to be and stay in contact with professionals, family and friends; via telephone or face time. Care staff are effective in ensuring good communication between professionals, family members and management. There are effective systems in place which support this. Management oversight is reliable, ongoing and efficient.

People are protected from harm and neglect. There are systems in place to ensure people are safeguarded. Care records show appropriate risk assessments are in place where required; these are updated and reviewed regularly. Care staff we spoke with, told us they feel supported, and are provided with enough time during and between calls. Care staff receive training to ensure people are supported appropriately. There is an open and transparent culture. People and their care needs are the focus.

Care staff are supported and provided with appropriate recording tools to undertake sufficient care. They are able to record, during each visit, information about people's care needs. People receive care, which is planned around 'what matters' to them. Care staff attend regular training, and face to face training is planned to be increased. Careful planning and consideration is given to ensuring safe working within the pandemic.

## Care and Support

The sample of personal plans we viewed are up to date, accurate and detailed. Professionals and people's relatives are encouraged by carers and management to be involved in care planning. The care records we viewed showed evidence, people's wishes and choice are considered when planning care. People are supported to be as independent as possible. One person told us "*the care I receive has always been very good and the carers are really nice*". We were shown how electronic care records can be recorded whilst they are with people, and updated and accessed by all carers involved and overseen by management. Care records demonstrate, care staff record clearly and accurately during each call. Care records show daily routines are considered when recording, including meal choices, mobilising, risks and activities.

Appropriate links are made with care professionals. We viewed care records which evidence effective communication and planning of care. Professionals told us they have regular contact with care staff and management with regard to people's care needs. Any changes are efficiently and promptly reported to professionals involved in their care. We evidenced changes to care records when care needs change, and appropriate risk assessments in place where required. We evidenced timely and effective communication between professionals with regard to any changes.

There are effective infection control measures in place. The service policies with regard to infection control, are up to date and in line with current guidance. Care staff we spoke with told us they feel confident in following the infection control procedures provided. People we spoke with told us they feel safe because care staff are careful and trained in infection control. Management report they do everything they can to prevent the spread of infection, via communication with care staff, effective use of personal protective equipment (PPE).

There are effective medicine management procedures in place. We viewed the medication policy and procedures, which are up to date and in line with current legislation. Care staff told us they felt confident in assisting people to take their medication. Care staff and management work closely with health care professionals to ensure they get the right medication. People told us they feel confident in being assisted to take their medication.

## Environment

## Leadership and Management

The provider ensures effective governance arrangements, which supports a good quality service. The statement of purpose (SOP) reflects the service provided. We viewed a sample of the service policies and procedures, which are available and viewed by care staff. People receive a thorough assessment of need before receiving the service. People, family friends and relevant professionals are involved in this process. The monitoring of all care is timely, frequent and efficient; care records are updated when care needs change. We acknowledged, several people have improved in their health and well-being since receiving the service. The people we spoke with told us they are happy with the service and care staff are good.

The oversight of the service is ongoing and effective. Service SOP refers to ongoing monitoring and improvement. There is an ongoing training programme for care staff; this is in line with the service policies and procedures. The responsible individual gathers information about the quality of the service via speaking to people, professionals and care staff and monitoring the quality of the service via audit.

There are effective measures in place to ensure financial stability of the service, whilst ensuring the service provided is of good quality. The provider has invested in new offices, which are accessible, appropriately secure and central. Although the pandemic has had a negative impact on staffing levels, there is and has been ongoing and safe staff recruitment and retention. This was reflected in staffing records and service finance documents. We viewed a sample of audits, which shows effective and efficient financial planning and maintenance.