



## Inspection Report on

**Right at Home Bridgend and Vale of Glamorgan**

**Unit 3, Red Dragon Court  
Bridgend Industrial Estate  
South Road  
Bridgend  
CF31 3PT**

## **Date Inspection Completed**

17/01/2024

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## About Right at Home Bridgend and Vale of Glamorgan

Type of care provided	Domiciliary Support Service
Registered Provider	E&G SENIOR CARE LIMITED
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	14.12.2022
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 provide support to people in their own homes. This report is for the Bridgend and Vale of Glamorgan areas. People receive a reliable service which is working hard to ensure individuals are provided with continuity of care. People know care workers well and have developed effective relationships with them. They are cared for by a small team who know their needs well. Personal plans are detailed, and care workers support people to remain as independent as possible. Reviews of personal plans involving people and/or their representatives are undertaken regularly. Care workers treat people with respect, and they are aware of their responsibility to protect them from harm. The recruitment process is robust and ensures care workers suitability for the role. The service has policies and procedures that underpin safety and good practice. There are effective measures in place by the Responsible Individual (RI) to consistently monitor the quality of the service. 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 are trained to meet the needs of the people they support and have positive relationships with them. Feedback from people and their representatives relating to care workers and the service's management is complimentary. Care workers appear confident and enthusiastic about their roles and enjoy working for the service.

People receive person centred care and support, to live as independently as possible in their own homes. The managers involve people, their representatives, care staff and health and social care professionals to help people remain as healthy as possible. People and their representatives are involved in developing and reviewing their personal plans, which focus on the things that matter to them.

The service protects people from harm and abuse. All staff receive training to support their understanding in how to safeguard people. Recruitment checks are robust and staff files contain the necessary information. Up to date policies support the service to maintain good practice and assist in keeping people safe. The service uses personal protective equipment (PPE) effectively and staff undertake infection control training. There are effective systems in place to record accidents and incidents and report safeguarding concerns.

There is a clear management structure for the service. We received positive feedback from the care workers we spoke with, who told us they feel valued and supported by the manager. There are effective systems for monitoring and auditing standards of support, overseen by the RI. The statement of purpose shows a clear vision, values and ethos for the service, the care and support provided is consistent with this. We saw RI checks are completed, senior management meetings are taking place regularly and staff meetings are planned and documented.

## Care and Support

A good standard of care and support is provided, and people are happy with the service they receive. People told us care workers follow the personal plan in place and their care needs are always met. People and their relatives told us *“It’s a pleasure for them to come”, “the carers are fantastic”, “We are so grateful”, “We have a very good rapport” and “We find them very good”*. The feedback we received also confirmed care workers arrive on time, they provide the correct care and support, and they stay for the entire allocated time for the call. Professionals in contact with the service told us *“With respect to working with Right at Home, I have always found this to be a positive experience”* and *“Right at Home are a pleasure to work with”*.

Personal plans and risk assessments are accurate and evidence how care workers should meet people’s needs. We found evidence the service encourages people to contribute to their individual plans and people sign to agree with this. The plans we viewed document people’s personal outcomes and contain detailed information around their individual care needs. Risk assessments identify any hazards and outline how to reduce or eliminate these. The level of medication support required by people is clearly included in personal plans and listed in daily tasks. Staff have medication training, and management check care workers’ competence. The service is planning to fully transfer all paper documentation to an online electronic support planning system soon.

The service has taken all reasonable steps to identify and prevent the possibility of abuse. Care workers recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they were confident to approach the manager if they needed to. Care workers told us they had undertaken training in safeguarding and the employee training records we examined confirm this. There is a current safeguarding policy available for all staff to access and follow. Incidents are appropriately reported to the local safeguarding team, and information shared on a need-to-know basis.

## Leadership and Management

The service has a clear vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the service, and the support provided. The service also offers various formal and informal opportunities for people and their representatives, to ask questions and give feedback.

People can be assured that a robust recruitment process is in place and staff undergo the relevant necessary checks such as Disclosure and Barring Service (DBS) and Identity (ID) in addition to providing suitable references prior to commencing. Following this, new employees complete a structured induction where they get the chance to shadow experienced members of the team. Care workers are registered with the workforce regulator, Social Care Wales. This means they must follow the code of professional practice for social care when carrying out their roles.

People can be assured they are cared for by care workers who are well trained and supported. Care workers have access to an ongoing programme of training and development opportunities to ensure they are sufficiently skilled. Those we spoke to were positive about the training they receive. We viewed the staff supervision matrix and found that all staff receive a supervision in line with regulatory timescales and all are up to date. Supervision is important as it provides an opportunity for staff to discuss any practice issues or needs in a formal setting that is recorded. A care worker told us *"The manager is fantastic, very encouraging and approachable"*. Others said, *"I like working for Right at Home"*, *"I personally always feel valued and supported in my job"* and *"I wouldn't choose another company to work for"*. The service has a very good staff incentive programme, with employee of the month and 'going the extra mile' awards. They also have a 'Magic Moments' file where all achievements are recorded.

There are systems and processes in place to monitor, review and improve the quality of care and support provided. We saw evidence that the RI has good oversight of the service. We looked at documentation that confirmed that they conduct quarterly visits to the service to complete quality assurance monitoring. The service's manager is in regular contact with the RI and members of the senior management team to discuss service objectives.

### 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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