



Inspection Report on

Lynton Community Care

**Lynton Community Care Ltd
832 Newport Road Rumney
Cardiff
CF3 4LH**

Date Inspection Completed

16/01/2023

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About Lynton Community Care

Type of care provided	Domiciliary Support Service
Registered Provider	Lynton Community Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
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

Lynton Community Care Ltd is a domiciliary support service for adults and more recently children. The service offers care and support to people in their own homes, and to access the community within the Cardiff & Vale area. The Responsible Individual (RI) is integral to the smooth running of the service and is actively involved in the day-to-day operation. The service has appropriate policies and procedures in place to support the running of the service.

People are happy with the care they receive. Care is taken to ensure people have regular care staff where possible. This is consistently praised by people and their relatives. Care documentation is in place that considers people's needs and wishes and effective consideration of risk. Improvements are however required to ensure that documentation is reviewed and updated regularly in line with legal requirements to ensure it accurately portrays people's needs at any given time.

A satisfied workforce is in place and care staff are safely recruited. Staff are trained and supported in their role. Improvements are required to ensure ongoing Disclosure and Barring Service (DBS) certificate checks are requested.

Well-being

People can be assured their voice is heard. People are included in care planning processes and choose what care they require and when the care is delivered. People are happy with the care they receive and speak positively about the staff who provide their care. One person using the service told us *'I have never had care before. They are pretty good. They take on board my views and are very receptive'*.

Care is provided with dignity and respect. Staff have a good rapport with the people that they visit. Care staff understand the needs of the people they care for and have built good working relationships with people. A good continuity of staff enables people to have their care delivered in their preferred way. People using the service said *'I tend to have the same four regular carers. When they aren't available they usually send someone who knows me.'* People can be assured their care needs are understood but improvements are required to care documentation and review.

People are protected from abuse and harm. Lynton Community Care Ltd. has a safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. Care workers know the action they need to take if they suspect a person is at risk of harm or abuse. The RI liaises with the Local Authority safeguarding team and makes referrals when required. People using the service told us *'I feel safe with the carers. They don't rush me and always take good care of me'*.

The RI engages well with people who use the service and their views are sought as part of quality assurance processes. People are given written guidance about the service and information on how to complain if they are unhappy. Complaints to the service are responded to correctly.

The service provider is unable to provide a service in Welsh, the RI explained they would find this difficult as there are currently no care workers who speak Welsh. Documentation however can be provided in Welsh if needed.

Care and Support

People we spoke with said the care they receive is good and meets their needs. The provider meets with people before a package of care is started to capture important information about the person. They also carry out a risk assessment to consider how the service can be delivered safely. Personal plans are developed and are in place to guide staff how best to support the individual.

People are happy with the care workers and the service they receive. Good continuity of care is evident with many people reporting being able to have regular care staff who they know well and can trust. One relative told us that care workers are *'Very pleasant, very accommodating. They interact with ***** and sing with her. She often smiles when they are here'*. Discussions with the service and examination of rotas also demonstrates the effort that the service make to ensure regular carer runs. Care and support is provided in a dignified manner by a competent team of care workers.

People can be assured their care needs are understood but improvements are required to care documentation and review. Care staff understand the needs of the people they care for, having built good working relationships. We examined a selection of personal plans of care. We found them generally satisfactory, but we found one plan required more detailed information and another plan did not contain specific information that staff required. Whilst there has been no impact for people, this is an area for improvement, and will be tested at the next inspection.

Staff are also committed to keeping people safe from harm or abuse. Discussions with care staff demonstrates their awareness of safeguarding practices and how they should respond to safeguarding concerns. The service demonstrates commitment to keeping people safe through correct use of personal protective equipment (PPE). Infection control measures help protect people from catching Covid-19 and other potential sources of infection. Care workers have access to a plentiful supply of PPE and are trained in areas including food hygiene and infection prevention and control. Feedback from people and their families report staff wearing the necessary PPE whilst delivering support.

Leadership and Management

People benefit from the leadership and management in place. Care workers enjoy working for the service and feel valued as employees. One care worker told us *'Brilliant company to work for with many understanding people'*. Another said, *'I have great confidence in all the care staff and team.'* Other comments include *'great team of staff'* and *'good management'*. We could see there is a clear staff structure in operation and care workers are aware of whom they report any issues to. There are policies and procedures in place for the running of the service and complaints to the service are taken seriously. We saw several compliments recorded from people using the service and professionals who were happy with the service being delivered. Safeguarding referrals are made when required. We saw evidence the RI meets with people connected to the service regularly and is up to date with their quality-of-care reviews.

Robust recruitment procedures are in place to ensure a safe and trusted workforce, with pre-employment checks carried out to ensure care workers are fit to work with vulnerable people. Personnel files contain relevant documentation such as references. DBS certificates are applied for before employment commences. There is a system in place to monitor the expiry of DBS certificates so that renewals can be made. A lack of oversight resulted in two certificates being out of date. This was addressed immediately. This is an area for improvement and will be tested at the next inspection.

People are supported by care staff who are well supported. All staff have recently received a formal one to one supervision which is important as this is an opportunity to discuss practice issues or needs in a setting that is recorded. Staff we spoke with told us about building relationships with people they support *'It's a very rewarding job. You get to know the individuals on a personal level and make their day a little bit better'*. Another staff member told us how the organisation supported them with *'Flexibility with hours giving us opportunity to have a good work life balance'*. Both people using the service and staff reported they would like to see developments to call scheduling. People said they didn't know who was due to be calling with them as they did not have a copy of their rota. staff member told us *'I would like to see my schedules further in advance other than one week'*.

People are supported by care staff who are trained. The provider promotes development of staff, ensuring that they receive an induction and ongoing training. Care workers have access to an ongoing programme of training and development to equip them with the skills necessary to meet the needs of the people they support. New employees have access to a structured induction programme where they also shadow experienced members of the team. The service utilises both online and face to face training. Care workers told us the training provided was of good standard. Records showed care workers are mostly compliant with their training requirements. One staff member told us *'Lynton is a well-structured company, with good educational progression and support'*.

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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35	The provider has not ensured that all Disclosure and Barring certificates are renewed prior to the expiry date of the previous certificate.	New
59	The service provider must ensure that records relating to individuals are complete, accurate and up to date.	New

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