



# Inspection Report on

**Prestige Care Pembs Ltd**

**73 Queen Street  
Pembroke Dock  
SA72 6JE**

**Date Inspection Completed**

30/08/2022

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## About Prestige Care Pembs Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Prestige Care Pembs Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service is working towards providing the Welsh Language active offer.

### Summary

Prestige Care Pembs Ltd is a domiciliary support service which provides care and support to people living in their own homes in the Pembrokeshire region. Staff shortages have put some strain on the service but the responsible individual (RI) has managed this well and ensured that all relevant agencies have been regularly notified of the situation

People are satisfied with the care and support they receive. Care workers communicate well with people and know how to best support them. People are respected as individuals and encouraged to achieve their potential. Despite the challenges posed by the Covid-19 pandemic and staff shortages there is a strong sense of teamwork amongst care workers. Care workers, encouraged by the RI, are passionate about providing good quality care and protecting those they support. Staff are suitably recruited and trained. The RI, assisted by the manager, oversees the running of the service and is responsive to feedback from others. Some record keeping needs improvement and work is underway to address this.

## Well-being

The service has systems in place to help protect people from abuse. The provider has worked with the local authority to reduce the number of care packages it has so that its' domiciliary service is provided safely and to a good standard. People confirmed they receive the level of support they need and are comfortable with the care workers who support them. Staff are recruited safely. The service has a safeguarding policy which is up to date and explains how staff should report any safeguarding concerns they might have. Staff receive training in relation to safeguarding. There is a policy in place to guide staff in managing people's monies safely.

People have control over their day-to-day lives. The service develops personal plans based on what people hope to achieve from their care and support. Calls are carried out in line with plans provided by the local authority so that people receive their support at an appropriate time and for as long as required. People told us that they are treated in a dignified and respectful way. Care workers know what matters to people and how they can best support them to achieve their individual goals and aspirations. The RI actively seeks people's views about the service. She frequently carries out person care and is therefore directly involved in the provision of care. The service acts upon any feedback received to improve people's overall experiences.

People receive a service that promotes their physical and emotional well-being. The service makes sure people receive the level of care they need through its staff allocation and rota systems. Care workers receive training to support them in their roles. Suitable infection control measures are in place. Care workers respond to incidents appropriately and report concerns about people's welfare to the relevant professionals. People, relatives and staff feel confident that any problems they may experience will be dealt with promptly.

People are given opportunities to develop positive relationships. They get on well with care workers and enjoy their company. Although there has been pressure on maintaining staffing levels people experience good continuity of care.

## Care and Support

People receive the level of care and support they need and want. Records show and discussion with people indicates that they are involved in planning their care. People's individual goals are identified within their personal plans, along with any care preferences and routines. People's monies appear to be handled safely, in line with company policy. Care workers monitor people's health and well-being and make sure any incidents or concerns are recorded and responded to appropriately. These are monitored daily by the manager and RI. The service has developed very good communication with the local authority, commissioners, district nursing service and other relevant agencies.

Care staff support people to maintain health and well-being. Good communication has been developed with health professionals and advice is sought promptly and appropriately. Staff access specialist training regarding a range of health conditions in order that they can continue to meet the needs of the people they care for and support. They have a good understanding of nonverbal cues as indicators of ill health.

People are encouraged to speak up and to maintain control over their lives. They are regularly consulted about the care they receive and are encouraged to contact the RI and manager if they have any concerns or issues relating to their care and support. Care plans are centred on the individual and people and/or their advocates are consulted and involved whenever possible and appropriate.

People are visited by the manager or RI prior to commencing their care to make sure that people's individual needs can be met by the service. A range of information from people who are due to receive care and support and, where appropriate, their relatives and external professionals, is considered before the service commences. Each person has a set of care documentation which reflects this information. This documentation includes personal plans and risk assessments. The provider consults with relevant external agencies when people's needs change.

## Environment

This theme does not currently form part of the inspection remit for domiciliary support services in Wales. However, we found the service operates from secure premises with appropriate arrangements for storing confidential information.

## Leadership and Management

The RI has good oversight of the service. They recognised when staff shortages might impact on the quality of the care provided and took prompt and proactive action to remedy this in conjunction with the local authority. This has relieved pressure so that people benefit from a safe and reliable service. The RI assesses service standards and considers feedback from people using the service.

People value their relationship with care workers, who are appropriately recruited and trained. Care workers have established positive relationships with people. We were told that care is never rushed and that care workers know people well and understand what is important to them. People told us that they are very happy with the care they receive and with the continuity of care workers. They told us that they are confident that care workers have the skills to meet their needs effectively. We were told that care workers *“Go the extra mile”* and that they *“are lovely, we couldn’t manage without them”*.

Care workers feel well supported in their roles. All care workers spoken to told us that they had worked under great pressure during the Covid-19 pandemic but that the RI, manager and fellow care workers had been extremely supportive. We found that communication between the RI, manager and care staff is very effective. Due to recent pressures on the service the frequency of formal staff supervision sessions has lapsed. We saw that management have a plan in place to make sure these are carried out every three months as required. We noted, however, that informal supervision takes place very frequently with care workers calling into the office, telephoning the RI and manager and the RI providing care and support alongside them.

Information about the service can be accessed easily. The service has a statement of purpose that sets out its aims and objectives and how these are to be met. Policies and procedures are available and outline how the service is to be provided.

### 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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**Date Published 14/11/2022**