

Inspection Report on

Tender Loving Care Limited

Chaseley House 26 Whitehall Road Rhos On Sea Colwyn Bay LL28 4HW

Date Inspection Completed

15/01/2024



About Tender Loving Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Tender Loving Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17 October 2019
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are involved in decisions regarding the care and support they require and how their needs will be met. Their views are listened to and are recorded in detail within their personal plans. Care workers follow the information and guidance provided within each person's personal plan. They provide the right care and in the person's preferred way. People praise the service they receive, and they have positive relationships with the care workers who support them. Care workers are recruited safely and receive appropriate training related to their roles. They enjoy their work and feel well supported in their roles. The provider has effective arrangements in place to regularly monitor the quality of the service provided. This includes gathering feedback from people who use the service and consistently completing their own audits.

Well-being

People's voices are heard and listened to. We saw personal plans are written with people and the information gathered is recorded within the document in the first person. This recognises and values the person's views in how they wish to be supported. People are given choices in relation to the support they receive, with their preferences respected and accommodated, so far as possible. Individuals told us they felt able to raise any issues they may have with the service provider, and they were confident they would be listened to. The views of those who use the service is gathered as part of formal quality assurance processes and is considered when making improvements to the service.

The right care and support are provided to meet people's individual needs and to enable people to achieve their outcomes. Each personal plan we saw were different and they recorded each person's care and support needs. Care workers have access to current information regarding people's needs and they have completed the correct training to enable them to provide the care in a safe way. The provider has mechanisms in place to check people receive the correct care and support, which includes the use of electronic systems and completing spot checks. One person told us they valued the service provided because it "makes life easier for me and helps my (relative) to look after me."

Care and support are provided in a respectful, dignified way and this makes people happy. People told us the service they receive is "ten out of ten", "gets our day started ok" and makes such a positive difference to their day-to-day life they couldn't manage without them. They also told us the service had "never let us down" and the support provided was not rushed.

People's preferred language is recognised and respected. We saw personal plans recorded which language people were most comfortable in using. Where possible, people who are first language Welsh speakers are supported by care workers who can communicate in Welsh.

Care and Support

People, and their families are involved in discussions regarding the care and support they receive. Personal plans record in detail what tasks people need assistance with and how they prefer to receive their support. How to provide each person's care and support in a dignified and sensitive manner is also included. People's life histories, their hobbies, and interests and what is important to them is recorded within the personal plans. People told us they feel care workers understand their needs and they always receive their care in their preferred way. Care workers told us they have access to people's personal plans before they attend to the person, so they have a good understanding of the person's needs. Personal plans are updated following changes in people's needs, which ensures care workers have access to current information regarding the support people require.

Those who use the service are happy with the standard of care and support provided. We spoke with people who use the service, and their relatives, who all describe the care provided as "excellent" or "very good". They told us the service provider is "reliable" and "professional". They described the care workers as "respectful", "caring", "considerate" and "polite". One relative told us about the care workers "Mae nhw wedi dod fel ffrindiau i ni" ("they've become like friends to us").

Robust arrangements are in place to protect people from harm and abuse. A safeguarding policy is in place, which follows the Wales Safeguarding Procedures. The care workers we spoke with demonstrated an understanding of the policy and have completed safeguarding training. They are aware of their responsibilities to report any concerns they may have regarding the welfare of the people they support. Care workers are confident they can raise any concerns with a manager, who they are sure would respond appropriately. Records show the manager makes safeguarding reports to the local authority when required.

Good infection prevention and control practices are in place. Care workers complete infection control training and they are provided with personal protective equipment (PPE). Records show the senior care workers and managers complete spot checks to ensure care workers are using their PPE correctly, and when required. This protects the health of people who use the service and the care workers.

Leadership and Management

Care workers are recruited safely. We saw checks are completed before new care workers are employed, to ensure they are suitable to work within social care. This includes Disclosure and Barring Service (DBS) checks and obtaining references from employers. Care workers told us they completed an induction period and undertook shadow shifts when they started working at the service. This process helped to prepare the care workers for their roles, and to also introduce people to their new care worker.

Care and support are provided by care workers who have the knowledge and skills to undertake their roles. Records demonstrate care workers are provided with training which is appropriate to their roles. We saw care workers have completed formal social care qualifications, which enhance their knowledge base. We saw care workers are registered with Social Care Wales (SCW), which means their practice and conduct must follow the Code of Professional Conduct. Care workers told us they feel well supported by their colleagues. Several have worked many years for the service provider and so they are experienced in their roles. They told us they enjoy coaching newer members of the team, sharing their experience and showing examples of good practice in care delivery. This approach promotes consistency in the quality of care people receive. Care workers told us they feel valued by their manager. They confirmed they always have access to a senior manager if they need support, advice, or guidance. Care workers told us they also benefit from receiving regular one-to-one supervision sessions with their manager.

Structured arrangements are in place to oversee the smooth running of the service. This supports people's ability to achieve their personal outcomes. We saw policies and procedures are in place to fulfil the aims of the statement of purpose. There is a Responsible Individual appointed at the service who is supported by a manager. Additionally, there is a senior management team who are responsible for ensuring the service people receive is in line with the policies and procedures in place.

Robust processes are in place to monitor, review and improve the quality of the service provided. Regular internal auditing and spot checks take place, which supports the electronic system in place for monitoring the service provided. Feedback received from people who use the service is consistently collated and this is considered as part of the formal quality of care reviews. An independent auditing company is also used as part of the quality assurance systems in place. The manager told us the service provider had recently worked with a local authority to pilot new ways of delivering domiciliary support services in the area. This shows the service provider can work with external agencies to develop future social care services

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	

N/A	No non-compliance of this type was identified at this	N/A
	inspection	

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