



Inspection Report on

Hallows Care (Vale of Glamorgan)

**The Business Centre
Cardiff House
Priority Business Park
Barry
CF63 2AW**

Date Inspection Completed

22/03/2024

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About Hallows Care (Vale of Glamorgan)

Type of care provided	Domiciliary Support Service
Registered Provider	Hallows Care Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	19 July 2022
Does this service promote Welsh language and culture?	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

Hallows Care provides care and support to people living within their own homes, some of whom live with Dementia. People have consistently good care and support at the right time, provided by a team of care workers who are described as “*Brilliant*,” and “*Fantastic*.” Health care needs are met, in addition to social care needs. Documentation to support care delivery and recording is very good.

Systems are in place to ensure the service is run smoothly. The manager is supported by the wider organisation to undertake their role, and in turn, they support the care workers in the community. There are robust pre-employment checks and training in place. Care workers feel valued and supported.

The provider, who is also the responsible individual (RI) is present at the service daily and has good oversight. They invest in technology to support the delivery and monitoring of care and assess the effectiveness of this as part of the ‘quality of care’ review.

Well-being

People mostly have the information they need to know what opportunities are available to them. The service produces a 'statement of purpose,' and this is kept under review, but people do not always have a copy of this and rely on the 'terms and conditions' document to inform them about the service. Personal plans are developed with information provided by the person, in addition to 'care and support plans' from the local authority. People do not always know they can ask for a copy of their personal plan. When people find it difficult to manage their own affairs, people have support from family members or advocates. Senior care workers in the community have good knowledge and experience to help guide people and support them to access additional services, such as social workers, if this is needed.

The service supports people to be as healthy and active as possible. Whilst encouraging independence, people receive support to maintain their nutritional needs. Personal plans help care workers to recognise what's important to a person, for example, one plan recorded '*There's a particular way I like my porridge and I enjoy participating in cooking and preparing breakfast.*' People have the right support to ensure they take their medication at the right time. Some people have support to go into the community and participate in things they enjoy that will help keep them healthy. When people are unwell, care workers support by involving the right health care professional, such as the GP. People experience very good support from care workers when they are coming towards the end of their life, working with health professionals to make sure the person is comfortable and able to stay at home if possible, and this is their wish.

People's mental health is supported. Care workers receive training and have a good understanding of, for example, 'Dementia' and 'behaviours that may challenge.' Care workers are highly praised by people and their families for the care and support they deliver, but also the companionship provided, with many going the extra mile to make sure people feel safe and happy. Care workers are sensitive to people's needs to support good mental health and often take part in 'banter' to lift people's spirits. One person told us how much they appreciated this and said, "*You can always have a laugh with them.*"

The provider protects people from abuse and neglect. The service has robust employment systems to make sure care workers are fit to work with people. Staff receive training and support and are monitored to ensure they are competent. Strong policies and procedures are followed. People know how to raise a concern and care workers know how to report any issues to help safeguard people. Communication is mostly good. People who find decision making difficult have support from family members who act in their best interest.

Care and Support

People receive sensitive care from a consistent team of care workers. People are very happy with the care they receive with many commenting, *“They do everything I need them to,”* and *“I couldn’t be without them.”* The service provides people with information about the team of care workers who will provide care and support. Some people commented they would like to know more information, such as, who is supporting at what time, so they don’t worry. The provider is considering this. People build good relationships with their care workers who they describe as *“Salt of the Earth,” “Beautiful”* and *“Stars.”* Care workers know people well and are sensitive to their needs. One person told us how important the care workers are in relieving their feelings of loneliness, saying, *“They’re not just my carers, they’re my family,”* and *“They help me get through the day.”*

Care workers consistently provide good care. Robust electronic systems give care workers all the information they need to provide the right care and support, prompting them to complete a checklist to ensure nothing is missed. The personal plan is person centred and gives details to enable people to have control of their day-to-day living, and ensure independence is encouraged. Daily records are complete and evidence the care delivered, with some detail around, for example, what has been provided as part of someone’s nutritional needs. Care workers prompt medication, this enables people to continue to be independent with this task. The service ensures additional information is available to care workers to help support potential incidents or emergencies, for example, background information about a person’s health conditions and risk assessments to support this.

People are involved in developing and reviewing their care. Evidence is available to show people are consulted about their care and support needs, informing the writing of the personal plan. Regular reviews of the personal plans take place with the person or their representative. When necessary, senior care workers help people to seek further support from health professionals or help to make referrals to ensure the right equipment is available to assist mobility. Due to systems being electronic, paper versions of personal plans need to be requested, but people are not generally made aware of this, so copies are not available as required in people’s homes.

The service has improved the timing of calls. The provider’s increased understanding of the impact on people when they do not get their care and support at regular intervals has led to better systems to ensure call times cannot be altered. This is particularly important for people who receive support with medication and nutrition. The management now closely monitors call times and provide training for care workers so they are aware of the dangers if call times are changed.

Leadership and Management

Governance arrangements are in place. A responsible individual (RI) has oversight of the service and undertakes most of their duties. The RI is present at the service daily and information is available to them on all aspects of the service. They consider the quality of care being provided, but some formal reporting on this is overdue. A statement of purpose (SOP), which is a regulatory required document to explain what the service offers, is available to inform people what to expect from the service, but people tend to rely on the 'terms and conditions' document for important information. Policies and procedures are exceptional and give clear guidance to care workers and administrators. The RI is supportive of the manager.

The service is run smoothly. Systems are in place and followed. Electronic systems allow management to oversee tasks being completed in the community as they happen, so they know what care is being delivered, when, and by whom. Some people report that the communication with the service can be delayed due to the system currently used. The provider is aware of this and considering how this can be addressed to prevent anxiety and frustration being caused.

Employment systems are robust and care workers are supported into the role. The service carries out pre-employment checks to make sure a care worker is fit to work with people in a vulnerable situation, including checks with the Disclosure and Barring Service. The induction process with shadowing opportunities prepares care workers for their role, with competencies and spot checks carried out by a line manager in the community. People tell us that this is effective, saying "*Even the new ones are good.*"

Care workers receive ongoing support and opportunities to develop. Many care workers have been employed by the service for a long time, confirm they feel valued and supported, and tell us "*I've never had a problem,*" "*I have support when needed,*" and "*The manager always listens.*" Care workers have supervision meetings with a line manager to provide feedback on their performance and discuss development needs. To support care workers, careful consideration is given to the area in which they need to work, with travel kept to a minimum. Care workers tell us "*I like the fact that I can manage my own rota,*" as responsibility is given to care workers to make sure the people they support have visits at times to suit them and their needs; but management oversee this and ensure it doesn't compromise care. Ongoing training covers subjects including 'Safeguarding,' 'Dementia' and 'Managing Challenging Behaviours.'

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 inspection	N/A
21	The provider is not ensuring, through effective monitoring, that people receive care and support in a timely manner in accordance with their care plan, impacting on meal times and provision of nutrition and hydration.	Achieved
34	The provider is not ensuring that developmental needs of some newer staff are identified, and, regular, effective, full supervision meetings for all care workers take place in a venue conducive to provide good support.	Achieved

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