



Inspection Report on

There for Care Services Ltd

**R1 & R2 Hornbeam Suite
Mamhilad House
Mamhilad Park Estate
Pontypool
NP4 0HZ**

Date Inspection Completed

08/11/2023

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About There for Care Services Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	There for Care Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18 November 2021
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 receive a high quality, reliable and supportive service. People are at the heart of the service, are consulted and involved in the identification of their personal outcomes and shape the provision of their care and support. People are involved in reviewing their care. Personal plans are extremely comprehensive and updated promptly when changes are identified. People have excellent opportunities to build trusting relationships with care workers who support them well, and the service provides high levels of care worker continuity. Care workers provide kind and consistent care and treat people with dignity and respect. Care workers receive high levels of support, feel valued and are invested in. There are robust and safe staff recruitment processes in place. The provider sets high standards and oversight of the service is consistently good. People are consulted and their views are listened to regarding the ongoing development and improvement of the service.

Well-being

People have as much control as possible over their daily lives. People spoke highly about the support they receive. The service consults with people and establishes the personal outcomes people wish to achieve. Information about people's preferences and preferred routines are recorded in personal plans. People receive care as identified in their personal plans. People are fully involved in timely reviews which consider how their personal outcomes are being met and identifies where changes are required. People are regularly supported to do the things they enjoy. People take part in activities and trips which are meaningful to them and are actively supported to seek out new opportunities. People feel the service supports them to have an "excellent" quality of life. People have a voice, are regularly consulted and value the support they receive, and are actively supported to achieve high levels of well-being.

People receive support which promotes their health and well-being. Care workers take a proactive approach to supporting people to remain well and encourage people to be as healthy and independent as possible. Care staff know people extremely well, understand how people prefer their support to be provided and their preferred routine. This supports care staff quickly identifying when people are unwell, prompting support from appropriate health and social care professionals. Where required, staff support people to manage their medicines. There is an up-to-date medication policy at the service which is provided to staff. The manager regularly completes medication audits which ensures the quality of the support provided. Staff receive appropriate medication training, and their competency is regularly reviewed. This means that people receive the right care and support to promote their health and well-being.

People are provided with safe support. There is an appropriate safeguarding policy available to care workers which is up-to-date and regularly reviewed. Care staff receive appropriate training and refresher training to promote their understanding of safeguarding and actions they need to take. Staff are confident in their ability to identify safeguarding issues and there are robust systems in place to ensure these are promptly reported to the local authority safeguarding team. People can feel assured they are supported by a service which places high importance on the delivery of safe care and ensuring people they support are safeguarded.

Care and Support

People receive a high-quality, reliable service. People are involved and regularly consulted on the care and support they receive. Personal plans are written with people and the service provides highly personalised, flexible support, which is tailored to meet individual needs. Personalised goals and outcomes are identified and recorded in personal plans. Plans are extremely detailed and comprehensive and provide high quality information to care staff which ensures care workers have up-to-date and comprehensive information to guide them. Additional supplementary information about individual health conditions is stored on people's individual care files which helps to further guide staff and increase their knowledge and understanding of individual needs. People remain central in the review process and regular reviews which consider how the service supports people to achieve their goals and identifies if outcomes change take place. Where changes are identified this results in personal plans being updated promptly. A person using the service told us, *"They are an excellent provider, they are second to none and I wouldn't be without them for the world"*. A family member of a person using the service told us, *"They understand and support X to live his life to the max"*.

People value the support provided by care workers and have confidence the service provides excellent levels of care worker continuity. Effective systems are in place to ensure people receive the support they require. The manager is very supportive and has an excellent understanding of the needs of people. There is an out of hours system in place whereby the manager is contactable outside of office hours. Care workers provide support to ensure people take their medication as prescribed. Appropriate medication recording is in place and there is oversight of this by management. Regular audits are completed which help to identify what is working well and if improvements are required.

People are appropriately safeguarded. Care workers are trained, competent and confident in their ability to identify and report concerns. The service has appropriate systems in place to ensure safeguarding concerns are promptly reported. There is an up-to-date and effective safeguarding policy in place which aligns to current legislation and provides care workers with relevant information. Care workers are provided with the safeguarding policy as part of their induction into the service.

Leadership and Management

Excellent arrangements for the oversight of the service are in place. The Responsible Individual (RI) is frequently available at the service and demonstrates a strong understanding of the needs of people receiving support and their representatives. The RI undertakes quality visits and completes quality-of-care reviews at the required intervals. This helps to identify what is working well, alongside identification of areas where the service would like to develop further. People are regularly consulted, their feedback is heard and valued and influences the ongoing development of the service.

The service has an up-to-date statement of purpose (SOP) which details the range and nature of the support available to people. The SOP is provided to people on commencement of the service. Information contained within the SOP is reflective of the service provided.

People receive support from highly motivated care workers who are safely recruited, trained, and supervised. Staff personnel files are comprehensive and contain a high level of detailed information including care workers' employment history and experience. Disclosure and barring service checks (DBS) are in place, prior to the commencement of employment and these are updated at the required frequency. Care workers have access to a high quality, supportive induction programme, which is in keeping with guidance provided by Social Care Wales (SCW), the social care regulator. Care workers are appropriately registered or supported to work towards their registration with SCW.

Care workers receive regular high-quality supervision and are supported with their ongoing development and progression. Care worker competency assessments take place frequently ensuring care workers remain competent and provide quality care and support. Care workers receive appropriate training in core subjects and refresher training is completed. There are appropriate systems in place to ensure training is undertaken at the required intervals. Additional training relating to the individual health conditions of people being supported is available. This helps care workers to develop their understanding about the health conditions people experience. The manager recognises the needs of her employees and ensures appropriate policies such as a menopause policy is available. The manager exceeds expectations to ensure care workers are valued and listened to and provides ongoing high-level support which supports the development of staff. Care workers speak highly about working at the service. A care worker told us *"it's a lovely company to work for, the manager is really supportive"*. Another stated *"staff are really supported and feel valued"*.

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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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 12/12/2023