



## Inspection Report on

**Rowan Care Limited**

**Unit 99 Building 6  
Bowen Court St. Asaph Business Park  
St. Asaph  
LL17 0JE**

## **Date Inspection Completed**

21 July 2023

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## About Rowan Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Rowan Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was registered under the Registration and Inspection of Social Care (Wales) Act 2016
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 receiving a service from Rowan Care Limited are very happy with the care and support they receive and have high praise for the staff who provide this. They have built good relationships with friendly, kind staff who respect them, and take care to support them in the way they wish. Care staff arrive when people expect them and stay for as long as they are needed. People confirm staff go above and beyond what is expected, checking nothing extra needs to be done before they leave. People have choice and control about their care; they express their preferences on how care is to be delivered and staff accommodate their wishes.

The provider is proactive in seeking people's views of the service. They use surveys, meet with people and telephone them to check they are happy with the care they receive. The provider knows what the service does well and where it might improve. Professionals are happy with the outcomes achieved for people they are involved with; they praise care staff for their caring approach and the service as a whole for being flexible and communicating quickly when needed.

## Well-being

People mostly have choice and control over their care. They are fully involved in the planning and reviewing of the support they receive and are visited prior to commencement of care to agree what is needed. Information about the service can be provided in the Welsh language, although currently there are insufficient Welsh speaking care staff to guarantee care can be provided in Welsh. People living in rural areas cannot be certain they will always receive care when they want it. If staff are absent, it can be difficult to arrange alternative care staff especially in rural areas, but this is a matter the manager is trying to resolve. Care plans are written with a focus on what the person needs and prefers, their interests and hobbies and what is important to them. People told us any change they want to their care is swiftly accommodated.

People's health and well-being is monitored, and any concerns swiftly acted upon. Family are quickly alerted should there be any concerns and any professionals involved are contacted. Professionals told us how staff's care has enhanced a person's independence and the family confirmed how much the staff are trusted. A range of relevant risk assessments are completed to ensure any potential hazards are prevented or minimised.

People are protected from abuse through the provision of training to care staff and the service's own policies and procedures. All staff have mandatory safeguarding training and subsequent refreshers to keep them up to date. Risk assessments are in place to ensure people are protected and staff know what they must do if there are any concerns. One to one supervision meetings with staff include reflecting on policies and procedures to ensure people are kept safe and practices are effective. Staff meet with the manager in private so they can air any concerns at that time.

People are supported to do the things that matter to them. Information in care plans includes what people enjoy doing and people told us they are aided to do these things. Care plans identify strengths and challenges and inform staff on how to support people to in a way that recognises these. People who like to socialise are supported to go out to facilities in the community. People have built good relationships with the staff and enjoy their company.

## Care and Support

The provider considers a wide range of views and information to ensure the service can meet needs and support people to achieve their outcomes. The manager of the service visits everyone prior to commencement of a service to complete assessments and devise a care delivery plan. People and their family members, social services and other professionals involved with the person contribute to the information held in the plan. This is a comprehensive account of what the person needs and how they want to be supported.

Rowan Care management team and care staff have an accurate and up to date plan for how care is to be provided. Staff access an online mobile care management system so they can read quickly what a person wants and needs. Staff discuss their work in team meetings and in one-to-one supervision meetings; information is shared and any changes are noted. Reviews of the care are mostly completed every three months, sometimes sooner if there are more frequent changes in a person's needs.

People's personal wishes, aspirations and desired outcomes are recorded in every care plan. We saw hobbies and interests are noted. Outcomes are recorded with instruction to care staff on how to help achieve these according to people's preferences while accounting for and managing risks. We saw care plans reflect what people can do, acknowledge their strengths and promoting their independence. One care plan explained how someone wants to keep fit and enjoys walking. We spoke with the person, and they told us they go out to local places and enjoy socialising. People told us they live their lives how they want to and follow their interests. The manager is remodelling the review process and aims to include hobbies and interests, and the extent to which these are encouraged and supported in future reviews.

Care staff monitor the health and wellbeing of people they care for and will take steps to alert family and seek guidance from other social care and health professionals if they are concerned. Professionals told us the service is very good at communicating any concerns at the earliest opportunity. We saw risks are identified and staff instructed on how to manage these risks. One records for example indicates staff are to contact the district nurse if concerned about skin issues. We saw the manager had referred a person for support from a social worker and for an occupational therapy assessment.

## Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service and ensure quality care and support for people. The Responsible Individual(RI) is in the service's office every week day; they keep a check on various aspects of the operation and every three months a report is written of the findings. Surveys and face to face meetings with people and their families help the RI gain a clear view of what is working well and what needs to improve. We saw some staff had identified communication could be improved and the management team have met with them to consider options to address this. People using the service feel more staff would enhance the provision and the management team are currently recruiting. Records show the management team carry out checks on staff to monitor their compliance in following the agency's policies and procedures. Care staff told us they receive feedback about their work and we saw records to evidence this.

People are supported by care staff who are suitably fit and have the required knowledge and skills to help people achieve their personal outcomes. Records show safe recruitment procedures are followed and care staff are properly vetted prior to employment. Care staff are registered, or in the process of registering, with Social Care Wales ensuring anyone providing support to people are competent and qualified to do so. Training records illustrate care staff are trained in a range of subjects relevant to their role much of which is mandatory. We saw most staff have completed all the training they are required to do.

Staff are supported to raise concerns about the service through whistleblowing procedures. They told us they would have no problem raising concerns or discussing their own personal issues with the manager. They feel supported and valued and describe a culture of openness where any issues of conflict are dealt with in an open way. Records show staff reflect on their practice in team meetings and in one to one supervision sessions. Team meeting minutes evidence capacity to accept additional care packages is discussed and everyone's view is important. Staff are happy to work for Rowan Care. They feel management are considerate around their personal responsibilities and try to accommodate requests. Staff told us; *"they are amazing. It's a lovely place to work"*. And *"they thank us and appreciate what we do"*.

### 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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