



Inspection Report on

Dolwen Ltd

**Neuaddwen
Llanarth
SA47 0NH**

Date Inspection Completed

14/02/2022

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About Dolwen Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Dolwen Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under the Regulation and Inspection of Social Care Act (RISCA)
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service

Summary

People and their representatives are very positive about the service, a family member said *"they (care workers) are the reason we get up in the morning"*. Experienced and passionate staff are guided by accurate and up-to-date person centred plans, a care worker told us *"I get on well with them (people who use the service), they are lovely"*. Managers of the service are accessible and well respected by all involved. Care workers spoke positively about the training programme and support they receive.

Well-being

People receive person centered support and are involved in all decisions about the service they receive. Detailed information, including guidance from health and social care professionals is recorded in personal plans to help people remain as healthy as possible. People and/or their representatives contribute to decisions that affect them. Senior staff maintain detailed personal plans that focus on things that matter.

Staff are flexible in the way they support individuals to live as independently as possible in their own homes. The service is working towards an 'Active Offer' of the Welsh language. Many of the staff are Welsh speakers, which means people are able to communicate in Welsh or English as they choose. *“A family member said “the carers talk in Welsh, which is really important for him because it’s his language”*. Experienced care workers have longstanding relationships with people and one told us *“I’ve been here for 10 years and people really like that because they know us and we know them; they really like the consistency and we talk in Welsh”*

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. Ongoing training and development in line with the needs of people who use the service ensure their individual circumstances are considered. People know how to make a complaint if needed and have full confidence in the managers.

People have a voice and input into the running of the service because the Responsible Individual (RI) talks with them. However this information needs to be analysed in more detail with conclusions documented in quarterly reports. The Quality of Care Review is comprehensive and focuses on developing the service following consultation with staff and by using information from people in surveys and audits.

Care and Development

People are happy and appreciate the care and support they receive, an individual told us *“They’re nice and cheerful and we can have a laugh together”*. Care staff work in the community, supporting people in their own homes, a family member told us *“They are so good, I have no complaints only positive things to say, without them I don’t know how we’d cope”*. The provider has personalised, accurate and up-to-date plans for how it delivers support to individuals. The manager considers a range of information from the person, their representatives, workers and external professionals. Risk assessments in areas such as mobility help to maintain people’s safety, while promoting their independence. Senior workers regularly review plans with individuals and their representatives so they remain relevant. Daily notes evidence the care tasks completed. An additional electronic system supports effective communication between all involved in the service. There is good documented evidence of health and social care professionals being involved in personal plans. Care staff are positive about their role and the impact they have on people, a worker told us *“it’s so rewarding because you can make a difference”*.

Staff confirm they have enough travel time between care calls and are fully aware of the challenges of working in a rural community. People and care workers confirm they have sufficient time to complete care and can request to alter the call duration to ensure it reflects the individual’s needs.

The service has been impacted in the same way as many in the sector over the past two years due to COVID-19. Everyone has worked flexibly as a team to maintain the service during the pandemic. The manager told us staff are covering each other’s shifts when they have to isolate and people have been very understanding. A worker told us *“the past two years have been hard work because we’ve been doing extra bits to keep people safe and well through the pandemic”*. People and their representatives acknowledge the challenges everyone has faced, a family member told us *“we really appreciate what they do”*.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices in line with Public Health Wales guidance. An individual who uses the service said *“they are very good, they won’t come into the house until its (PPE) all on”*.

Leadership and Management

The Responsible Individual (RI) is involved in the day to day running of the service and staff describe them as accessible and supportive. The RI gathers a large amount of information from people, their representatives and staff to inform their statutory quarterly reports. However this information is not sufficiently analysed to enable them to make recommendations to improve the service. The RI intends to improve arrangements for monitoring, reviewing and improving the quality of the service, we will check this in the in the next inspection. People and workers confirm they talk to the RI and manager, and are able to make suggestions to improve the service. The six monthly quality of care review uses information from surveys and internal quality assurance systems.

There is an open and supportive culture at the service. The manager is well respected and responsive to any requests. A worker told us *"I get great support from the office they listen and are always there. I can phone at any time and [Manager] is on the case"*. People have confidence in the way the service manages complaints and feel able to raise concerns if needed. A family member told us *"I've never had to phone the office to complain but would have no problems phoning if needed"*. People are able to make changes to call times that enable them to attend health or social appointments. Issues with medication are managed appropriately, advice is sought from health professionals and referrals made to CIW when necessary. Adequate numbers of staff meet people's needs throughout the day. Regular workers ensure people get continuity of care and support to help build relationships.

All staff confirm they usually receive regular, one-to-one supervision meetings and appraisals but the pandemic has affected this. A worker told us *"supervision has been impacted by COVID but I feel well supported by the office"*. A supervision plan has restarted and records corroborated this. Procedures are in place to support good practice and staff have a sufficient understanding of key policies. Discussions with staff demonstrate a good understanding of their responsibilities around safeguarding

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Support workers receive training to meet people's needs and enable outcomes. Senior staff complete competency checks with care workers to ensure their working practice is safe and effective. Workers are positive about their ongoing development and one told us *"Training is good, it helps you with the job and own life, it's very helpful and I've done my NVQ"*

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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

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