



Inspection Report on

Recovery Care Ltd

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Capital Business Park
Cardiff
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13th October 2021

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About Recovery Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Recovery Care 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 (Wales) Act 2016
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service.

Summary

The service is passionate about supporting people's independence. Knowledgeable and confident care staff know people well. Care staff are equipped with good levels of training and supervision. Care staff support people to achieve their personal outcomes through regular meetings and reviews. Person centred plans are detailed and identify people's progress in achieving their personal outcomes. However, daily records require improvement. People are able to share concerns and have their voices heard. Several meetings, reviews and feedback surveys enable people to share what is important to them. There is a good level of interaction between multi-disciplinary teams and other professionals. The responsible individual (RI) is visible within the service and care staff and people know them well. Detailed three monthly visits enable the RI to have oversight of the service and to identify areas of improvement. Management ensure that documents and information is reviewed however, records could be improved to better evidence this.

Well-being

People have control over their day-to-day life. We saw people accessing the community independently and move freely within their own home. People have a separate tenancy agreement in place as well as a contract for their care. People's views are regularly sought, in meetings, reviews and feedback surveys. People told us how care staff support them in achieving their personal goals. People are supported to be as independent as possible in all aspects of their lives.

Health professionals are regularly involved in people's care. Feedback and advice is gained from health professionals and this information is used to develop detailed care plans. We saw regular meetings between people and professionals and care staff told us about the positive relationships developed between all parties. Managers told us how multi-disciplinary teams have been vital in supporting individuals to achieve their personal outcomes.

People feel safe and happy in their home. People hold good, professional relationships with care staff, managers and the RI. People feel confident raising any concerns or issues. Care staff go through the appropriate recruitment checks and receive good levels of training. Managers' report any safeguarding concerns and follow the appropriate procedures to safeguard people. Care staff have a good understanding of whistleblowing and know who to contact if they have a concern. Some information needs to be updated to ensure contact details are available for people to access.

People are very much a part of their community and do things they enjoy. People enjoy going out to the shops, for food or for a walk. People are supported to maintain relationships with relatives.

Care and Support

Person centred personal plans are detailed and reviewed regularly with the individual. People have the opportunity to share their views with their assigned key worker on a monthly basis. People told us they have been supported to maintain relationships with loved ones. People said that they like where they live and have good relationships with their co-tenants. Formal contracts are in place for peoples care as well as tenancy agreements. Regular meetings with health professionals are recorded and personal outcomes are reviewed and developed. People's plans include clear outcomes for individuals and identify ways in which these can be achieved.

Care staff and management know people well and are passionate about supporting them to achieve their personal outcomes. People told us about the positive impact the service and care staff have had on their lives. One individual said care staff support them to develop their independent living skills and are now able to consider living independently. Daily records are in place, some of which include a good level of detail. However, during inspection, there were some gaps present and some records did not reflect accurately the person's day. We expect the provider to take action to address this and we will follow this up at the next inspection.

People are supported to manage their medication as independently as possible. Lockable cabinets are available within peoples own rooms so they can store their own medication. Each individual has an assessment in order to identify any risks regarding their medication. Care staff receive medication training and regular competencies to ensure they are competent in administering medication. There is an up-to-date medication policy in place which care staff are familiar with. Care staff complete regular auditing of medication documents and complete a stock check. A senior completes a weekly review of documentation. This enables good oversight of medication and ensures any omissions are accounted for and actions taken.

People told us they feel safe in their home and can raise concerns with care staff and management. We saw people and care staff talk openly with one another. There are good systems in place to enable people to share concerns such as key worker meetings. Senior managers and the RI are also visible within the service and are well known to people. Managers' report safeguarding concerns in line with current guidance and regulation. Care staff have a good understanding of the whistleblowing procedure and are confident in reporting matters externally. Policies and procedures are available and these provide a good level of information for people and care staff to use. However, these do not include important contact numbers such as safeguarding. We expect the provider to take action to address this and we will follow this up at the next inspection.

Leadership and Management

The RI conducts three monthly visits in line with regulation. These provide a detailed analysis of engagement with people over the specified period. The RI gains feedback from people, care staff and professionals. The RI identifies any issues and addresses these directly. People and care staff told us they knew the RI well and felt confident raising any issues with them. We saw records to show that the RI maintains a level of oversight by reviewing information such as complaints, incidents and safeguarding referrals.

The RI completes a six monthly quality of care review in line with regulation. This document identifies what the service does well and any areas for improvement required. Managers at the service told us about the regular checks they conduct on documents and the work they do regarding peoples personal outcomes and care planning. However, quality-auditing systems could be improved. Improved systems would enable managers to reflect the work they do and provide areas of improvement required. The provider is taking action to address this and has formulated a new system of auditing. We will follow this up at the next inspection.

Policies and procedures are in place to support care staff in their understanding of their roles and responsibilities. The service has an up to date Statement of purpose, which is reflective of the service provided. However, Care Inspectorate Wales (CIW) were not notified of this update. The RI did inform us this was due to technical issues and has since been resolved. The service continues to notify CIW of other events in line with regulation.

Staff files are well organised and show that appropriate recruitment checks are undertaken. Care staff receive regular supervision and are supported to develop. Care staff told us how they are supported to promote within the organisation. Mandatory and specialised training is provided and these reflect the needs of people. Care staff appear competent in their roles and passionate about promoting independence. Care staff have a good understanding of the care and support levels required in order to support individuals to achieve their personal outcomes.

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
6	The service provider must improve the quality and audit systems in place to review progress	New

	and inform the development of the service	
59	The service must ensure daily records are accurate up to date	New
65	The service must ensure that policies and information in relation to concerns regarding peoples health, safety and well-being include contact details in order to raise a concern	New

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