



# Inspection Report on

**Recovery care ltd**

**Cbtc2  
Capital Business Park  
Cardiff  
CF3 2PX**

## **Date Inspection Completed**

09/02/2024

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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	<a href="#">28 November 2022</a>
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

People are happy with the service they receive from care staff who are dedicated, compassionate and kind. The service includes people to plan and regularly review the care they receive in their own home. Ensuring the voice of people using the service is heard is of great importance to care staff and management. People are confident to talk to care staff about anything they may have concerns about. Care staff understand people very well and deliver the right level of care and support depending on people's assessed needs. This includes lots of opportunities for people to become more independent and develop new skills. People's goals and aspirations are at the centre of service delivery, and people are achieving good outcomes. Since the last inspection, there is a new responsible individual (RI) and registered manager. The RI and registered manager offer strong leadership and management. There are improvements with medication management, and the quality and oversight of care staff training and supervision is significantly better. Changes in the governance arrangements mean there are robust systems in place to monitor the quality of the service people receive and identify where improvements are needed.

## Well-being

People are treated with dignity and respect. There are heartwarming bonds between people and care staff whereby people are comfortable to discuss any worries they may have.

People have access to information about how to raise a complaint and trust the service to act. They feel listened to and valued. The service considers people's individual circumstances. This is important when a new person moves into a shared home to ensure people are compatible and home life is not negatively impacted by the change. People are happy with the care and support they receive and speak positively about the care staff who support them. There is a strong emphasis of people doing things for themselves and they have the right level of care and support to meet their individual needs. One person told us "*I get to spend time with staff to talk, which is good*" and "*I am setting my own goals, this is the best place I have lived in*". Care staff are enthusiastic and take pride in the achievements people are experiencing.

People access their community, and their social well-being is very important to the service. The service captures information about a person's interests and hobbies and plans the care and support around goals and things they want to achieve or do. One person told us about experiencing new things such as volunteering. The service ensures a person's plan tells care staff of things that are important to them and contributes to their well-being, such as seeing their family and friends and maintaining close relationships. Other people told us because of the care and support they receive they think about their future in a positive way.

People receive the right care at the right time. Care staffing levels are sufficient to ensure people do not have to wait for their care and support. People experience consistency from established care teams with occasional agency care staff who are known to the service. This is important to ensure people are familiar with all care staff coming into their homes and having access to their information. Daily care records document the care and support people receive and the time it takes. The service completes weekly checks to ensure people are receiving the right amount of time to meet their care and support needs. People told us "*Care staff offer care and support; I never have to look for it*".

## Care and Support

People understand what care, support and opportunities are available to help them achieve their well-being outcomes. Some people understand how many hours of care and support a week they receive, but not all. The service completes an assessment with people to ensure their needs can be met. People receive information such as a service user guide, but we did not see service agreements on file. We cannot be assured every person using the service has access to their completed paperwork. The RI is taking immediate action to ensure paperwork is accessible and people have clear information about support hours and any costs.

People receive care and support to enable them to do things which are important to them. Care staff receive the right training, and they are skilled and knowledgeable about the needs of people using the service. People receive continuity of care, and care staff told us *“Staffing is more consistent, and the team has become more stable, we are using less agency staff”*. Each person has a personal plan, and other care documentation which is very detailed. Personal plans fully inform care staff of their tasks but remains focused on what people can do for themselves, and clearly tells us of people’s progress with their activities of daily living. The service completes regular reviews of all care documentation, including the personal plan, which consistently involves the person at every opportunity.

People receive care and support to be as healthy and active as they can be. Care staff complete comprehensive medication training, and their skills and competencies are monitored annually as a minimum. A medication policy is available to care staff which follows current guidelines. The service encourages people to independently manage their medication when safe to do so. People told us about their goals to become more independent with their own medication, and the service is including them in how it can be managed safely.

Care documentation in general fully informs care staff of any signs of decline in a person’s physical or mental health. Care staff know people extremely well and when there is a decline in their well-being, physical or mental health, the team are responsive in contacting the right health care professionals. Care staff record appointments and maintain daily records of the care and support people receive. Most records are sufficiently completed and securely stored.

## Leadership and Management

There are robust governance arrangements and improved oversight of the service. The RI is responsible for monitoring the quality of the service people receive. They visit people in their homes on a regular basis to seek their views. The RI monitors care documentation, care staff training and supervision and events such as accidents, incidents, concerns, and safeguarding matters. People and care staff told us they feel confident raising concerns and trust the service to act quickly. People told us *"We are listened to and respected"*. Monthly auditing of the service is effective and informs the registered manager and the RI of what the service needs to do better and what is working well. The RI completes a quality-of-care review to fully inform the service provider of how the service is performing. The current quality of care review tells us the service is working well, and people are happy with the care and support they receive.

People are protected from harm and abuse. We found effective and safe recruitment procedures and care staff receive a thorough induction. Disclosure and Barring Service (DBS) certificates are in place for all staff and most care staff either hold a relevant care qualification or are working towards it. Care staff registration with Social Care Wales, the workforce regulator, is complete for those eligible. The service provides care staff with comprehensive training in all core topics, such as safeguarding, medication management, and health and safety. In addition, care staff complete a wide range of specialist training to meet the needs of people using the service. All care staff are up to date with core training and most of the additional training is complete. There are minor gaps in records for bank care staff. The service completes regular supervisions with all care staff, who told us *"We do a lot of training, I love working here, we are a supportive and helpful team"*.

Policies and procedures are available to care staff and are up to date. The RI participates in policy reviews to ensure they remain relevant to the type of service people receive. Communication is a strength of the service. There are regular meetings to keep all care staff informed, meetings are held in people's homes to capture their views and opinions. The organisational structure is clear, and all staff understand their roles and responsibilities, some senior staff told us *"Staff are empowered to develop, and management value employee well-being"*.

### 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
36	People cannot be assured that all staff have received the appropriate training to meet their care and support needs.	Achieved
58	The service provider must ensure that medication records are accurate, and the policy contains all vital information for staff to follow.	Achieved



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