



Inspection Report on

Western Bay Domiciliary Care Service

**Unit 25 Stradey Business Park
Mwrwg Road
Llanelli
SA14 8YP**

Date Inspection Completed

5 August 2021, 6 August 2021 & 11 August 2021

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About Western Bay Domiciliary Care Service

Type of care provided	Domiciliary Support Service
Registered Provider	M&D Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	23 July 2019 & 24 July 2019
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service, or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Western Bay Domiciliary Care Service provides care and support to people living within supported living accommodation or their private homes throughout Western Bay. The service has recently reduced its number of care packages within the community due to staff shortages that were placing a significant strain on the service. This has caused some disruption to staff and people receiving care and support in the community. However, conditions have now improved and the service is working with the local authority to improve the quality of its systems and processes.

Overall, people are satisfied with the care and support they receive. Care workers communicate well with people and know how best to support them. People are respected as individuals and encouraged to achieve their potential. Despite a number of managerial changes, there is a strong sense of teamwork amongst care workers. Care workers are passionate about providing good quality care and protecting those they support. Staff are suitably recruited and trained. Managers oversee the running of the service and are responsive to feedback from others. The overall quality of record keeping needs improvement and work is underway to address this.

Well-being

The service has systems in place to help protect people from abuse. The provider has worked with local authorities to reduce the number of care packages it has so that its domiciliary service is provided safely and to a good standard. People confirmed they receive the level of support they need and are comfortable with the care workers supporting them. Records show that the service recruits staff in a safe way. The service's safeguarding policy reflects Wales Safeguarding Procedures and explains how staff should report any safeguarding concerns. Staff receive training in relation to safeguarding and are able to discuss the safeguarding policy during their individual supervision sessions. There is a policy in place to guide staff in managing people's monies safely.

People have control over their day-to-day lives. The service develops personal plans based on what people hope to achieve from their care and support. Calls carried out in the community are organised in line with plans provided by local authorities so that people receive their support at an appropriate time and for as long as required. The service is improving its recording system so that people's involvement in their care plan reviews is better captured. We saw care workers treating people in a dignified and respectful way. Care workers know what matters to people and how they can support them to achieve their particular goals. The responsible individual (RI) seeks people's views about the service during formal visits. Records show that the service acts upon any feedback received to improve people's overall experiences.

People receive a service that promotes their physical and emotional well-being. The service makes sure people receive the level of care they need through its staff allocation and rota systems. Work is underway to improve how staff evidence the care they provide. Care workers receive appropriate training to support them in their roles and we saw people responding to care workers positively. People told us they are encouraged to live a healthy lifestyle and to do as much for themselves as possible. Suitable infection control measures are in place to reduce COVID-19 risks. The service manages people's medicines appropriately and is currently aligning its practice within the community to the local authority's medicines management policy. Care workers respond to incidents appropriately and report concerns about people's welfare to the relevant professionals. Incidents are documented and routinely reviewed by members of the management team. Relatives and staff feel confident that managers will address any problems they experience.

People are given opportunities to develop positive relationships and learn new skills. Weekly activity planners help those within supported living services pursue leisure activities and manage everyday tasks, such as cooking and cleaning. People get on well with care workers and enjoy their company. Staffing pressures have recently eased, which will help people experience better continuity of care.

Care and Support

People receive the level of care and support they need and want. Records show that people are involved in planning their care. People's individual goals are identified within their personal plans, along with any care preferences and routines. People told us care workers encourage them to eat healthily and to keep active; they do this by supporting people to plan and shop for their meals and by helping people find and attend local sports clubs. We found that people's monies are handled safely, in line with company policy. Care workers monitor people's health and well-being and make sure any incidents or concerns are recorded and responded to appropriately. These are monitored daily by managers and the service's positive behavioural support team. The service has improved its communication with commissioners regarding any incidents that occur.

Managers carry out pre-service assessments to make sure people's individual needs can be met by the service. We found that these do not always include a compatibility assessment for those moving into supported living accommodation, in line with the service's 'Referrals and Moving In' policy. The service will amend its pre-service assessment documentation to make sure compatibility is always considered.

The service is taking action to improve the quality of its record keeping. Supported living services have clear systems to make sure people receive their commissioned one-to-one support, although this is not always clearly evidenced within daily recordings. We also found that care workers are documenting the care they provide to people living within their private homes in different parts of the service's electronic database. This makes it difficult to review these records logically. We also found that the overall quality of information being recorded varies. Managers discuss record keeping requirements with care workers during staff meetings and their formal, individual supervision sessions. Progress will be monitored through regular audits. The service is in the process of introducing paper records within people's own homes so that information can be easily accessed by other professionals. Changes to the electronic care planning system are also being made so that the date of reviews and any changes made to personal plans are clear. To ensure future compliance with regulations, these actions must be successfully implemented and will be followed up at the next inspection.

The service manages people's medicines safely. Medication records within supported living services show that people receive the right medication at the right time. Care workers told us the training and assessment process helps them learn about and practice safe medication administration. Records confirm that care workers complete training before administering medication and managers monitor their practice during spot checks. We found that appropriate action is taken following medication errors, which are clearly recorded and reviewed by managers. There is a policy in place for how people's medicines

are to be managed. However, the service is currently implementing the local authority's medicines management policy for people living within their own homes in the community. Care workers are undergoing the relevant training and competency based assessments in preparation for this. The service's medication policy will be updated to reflect the change.

Leadership and Management

Company directors oversee the service effectively. The RI recognised when the quality and safety of the service was at risk and took prompt action to remedy this. The service took on extra packages of care and opened a new supported living service during the COVID-19 pandemic. These factors led to a shortage of staff that placed significant strain on the service. As a result, the service worked with local authorities to arrange for a number of community care packages to be transferred to other care providers. A management restructure has also helped clarify lines of accountability. Although disruptive, the reduced number of care packages has relieved pressure so that people benefit from a safer, more reliable service. The service is progressing an action plan from the local authority to improve the quality of its systems and processes. Records show that the RI assesses service standards and considers feedback from people using the service during quarterly visits and six monthly quality of care reviews. The latest review, carried out in June 2021, did not identify learning points or recommendations to improve the service; the RI agreed to include these in future reports. The service will need to carefully consider how it might expand in the future, making sure it has the necessary resources in place.

People value their relationships with care workers, who are appropriately recruited and trained. We saw care workers actively listening to people; they acknowledged what was important to them and discussed how they could achieve their daily goals. People told us they are happy with the support they receive, although they would prefer better continuity of care workers. Care workers told us their calls could be grouped together better, although acknowledged that *“Management do their very best to solve any issues”*. Staffing rotas need to be monitored to make sure enough travel time is allocated between domiciliary calls. Records confirm that staff receive a range of mandatory and specialist training relevant to the needs of the people they support. The service has policies that outline its approach to staff promotion, training and development. Relatives are confident care workers have the skills to meet their loved one’s needs. One relative said, *“They are very dedicated - a real credit to them (M&D Care). A few go way over and beyond their duties.”* Staff records contain the necessary recruitment information, including evidence of a Disclosure and Barring Service (DBS) check; this helps ensure any new staff are suitable for care work.

Staff are generally supported in their roles. Care workers told us they had worked under great pressure to meet the demands of the service, although this was easing as a result of the recent changes. We found that communication between managers and care staff has improved, which will need to be maintained. A relative commented that office staff would benefit from working out in the community to fully appreciate the views and experiences of care workers. Due to recent pressures on the service, the frequency of formal staff supervision sessions has lapsed. We saw that management have a plan in place to make sure these are carried out every three months, as is required.

Information about the service can be accessed easily. The service has an up-to-date statement of purpose that sets out its aims and objectives and how these are to be met. There is also a well presented, easy read guide to the service that would benefit from additional information relating to how people can access support. We found that policies and procedures are current and clearly outline how the service is to be provided. Records show that staff's understanding of the statement of purpose and policies and procedures are discussed during their formal supervision.

Environment

The service throughout Western Bay is operated from administrative offices in Llanelli and Port Talbot. The quality of the environment is not a theme that is applicable to domiciliary support services as people are cared for in their own homes. However, we saw that individual assessments are carried out to identify how risks in people's living environment are to be managed. We also made the following observations:

There are measures in place to help protect people from COVID-19 risks. Visitors to supported living services are required to carry out a lateral flow test, have their temperature checked and complete a risk survey before entry. Personal protective equipment (PPE) and hand sanitiser is available, which we saw staff using appropriately within the office and supported living environment. Records show that care workers' use of PPE when providing care in the community is monitored during spot checks of their performance. Care workers told us they are able to collect supplies from administrative offices when needed. Records confirm that staff receive specific training in relation to COVID-19.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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