



Inspection Report on

SunCare Home Care Ltd

**The Old Surgery
The Meads
Kington
HR5 3DQ**

Date Inspection Completed

22/09/2023

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About SunCare Home Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	SunCare Home Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17.07.2019
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 care and support they have from SunCare Home Care. Staff are respectful and kind and provide support to enable people to remain in their own home. People receive consistent care and know who is coming into their home on each visit.

People are involved in planning and reviewing the care and support they receive. Personal plans are detailed and provide the right information for staff, so they know how people want to be supported. Care staff are recruited, trained, and supported well so they have the knowledge and skills needed to meet peoples care needs.

The responsible individual (RI) has very good oversight of the service. Reports are produced about what the service does well and what needs to improve. People feel listened to and tell us the management are very responsive to any issues raised with them.

Well-being

People have choice and control regarding the support they receive from SunCare Home Care. They tell us staff always provide the right amount of support they need and always ask if they want anything done differently. People said they feel care staff listen to them and help them to remain as independent as possible. People have access to their care records if they want them. They are given information about what they can expect from the service and how they can raise any concerns they may have.

People's health and well-being is promoted. Referrals are made to health professionals in a timely way. Medication is managed well. Care records contain information for staff to follow. Systems are in place to make sure any changes to people's care and support needs are communicated quickly to the staff team to be actioned.

People are protected from abuse and neglect. Care staff are appropriately recruited, trained, and supported to make sure people are kept as safe as possible. People know who will be providing their care and support at each visit and tell us care staff have never not turned up to give support and make sure they are safe.

Care and Support

People tell us they are happy with the care and support they receive. They know in advance who is coming to provide their care and tell us care staff are mostly on time and never miss any calls. Comments from people include “*I know all the girls who come to me*”, “*all the staff are lovely*” and “*I look forward to them coming in* “. People say they are asked how they want support provided and never feel their care is rushed. They say care staff are respectful and do things the way people want them done.

People are consulted and involved in how their care and support is provided. Assessments are developed with people and where appropriate their family members. The provider uses an electronic care planning system. Records are password protected and held securely. People confirm they have access to their records. Changes to people’s care needs are communicated quickly to staff so there is no delay in the support provided. Detailed daily notes are completed following each visit and any issues are picked up quickly by staff and actioned. People are involved in reviews of their care and support needs. They said they are asked if they are happy with the support they receive or if they want anything different.

Processes are in place to protect people from abuse and neglect. Care staff have training relevant to the needs of people they support. Recruitment practices are in place to make sure people do not start work until all the right checks are in place. Staff we spoke with know their responsibilities to keep people safe and the process to follow if they have any concerns about a person’s well-being. Policies and procedures are in place regarding safeguarding matters.

People are supported to be as healthy as possible. Care records contain information for staff about people’s health needs, so they know how to support people to remain healthy. Daily records show care staff contact health professionals in a timely way if they have any concerns about a person’s health. Staff have medication and infection prevention and control training so they know how to support people to remain as healthy as they can be. Policies and procedures are in place to guide staff in relation to these areas.

Leadership and Management

The quality assurance system in place helps to ensure the service continues to improve for people. The responsible individual (RI) covers care calls to people which gives them very good oversight of the service. They regularly seek the views of people using and working at the service as well as the views of family members. Six monthly quality of care reports are completed showing what is working well and what improvements need to be made. There is a system in place to manage any complaints made. People we spoke with said the RI and office staff are very responsive and do their best to resolve matters quickly if they raise any issues with them. The office is accessible to staff and provides private space for meetings.

People are supported by care staff who are appropriately recruited and receive training and support relevant to their role. Staff told us they feel very supported by the management and colleagues they work with. The management are approachable and available at any time to offer support and guidance. Care staff have one to one meetings with their line manager and an annual appraisal of their work. This allows them to discuss their career progression and identify any further training and support they may need. Team meetings take place so information can be shared with staff. Staff tell us communication within the organisation is very good. Essential information is passed on to them by the management immediately. Training records show staff have training relevant to the needs of the people they support. They tell us health professionals also provide any specific training they may need to make sure they have the right skills to support individuals. Recruitment practices make sure people do not start work until all the relevant checks are carried out. This helps to make sure people are kept as safe as they can be.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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