

Inspection Report on

Abacare RCT Branch

Ty Cynon Navigation Park Abercynon CF45 4SN

Date Inspection Completed

08/02/2024



About Abacare RCT Branch

Type of care provided	Domiciliary Support Service
Registered Provider	Abacaredig Holdings Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	06 th April 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Abacare RCT provides care and support to people in their own homes throughout the Rhondda Cynon Taff and Merthyr areas of South Wales. People are consulted on the care and support they receive and say they have excellent relationships with care workers. Personal plans highlight people's outcomes and there are risk assessments detailing strategies to keep people safe. The service uses an electronic care planning system which means any updates to people's care and support plans are immediately communicated to care staff. Care and support is usually delivered at the agreed times, however, should care staff be running late, the service endeavours to let people know.

The service is well managed with monitoring systems in place helping to maintain high standards. The Responsible Individual (RI) visits the service regularly, speaking to people and staff to inform improvements. Care staff are well trained and say they feel supported by the management team.

Well-being

People are treated with dignity and respect. People are involved in the care planning process and are consulted about their desired outcomes. Care documentation is clear and concise setting out people's care and support needs as well as considering risks to people's health and safety. People are consulted on the service they receive with their views being used to shape improvements. People told us care staff are "kind", "fabulous", and "lovely".

People have access to information, informing them of the opportunities available to them. There is a statement of purpose and service user guide. These documents describe the services aims and objectives as well as providing practical information such as how to make a complaint or the availability of advocacy services. We examined these documents and found they are reflective of the services provided. Whilst there is no current need to deliver care through the medium of Welsh, the provider indicates this could be arranged if the need arose.

There are measures in place helping to safeguard people from harm and abuse. Care staff are recruited via a robust recruitment process where all the necessary pre-employment checks are completed. People have risk assessments in place guiding care staff on the best ways of keeping people safe. There is a safeguarding policy and care staff are trained in safeguarding procedures. People know who to speak to if they have a problem and there are monitoring systems to help prevent safeguarding issues.

The service supports people to maintain their health and well-being. People's health needs are documented in their personal plans with accompanying fact sheets detailing what to do in an emergency. Some people have support with medication and there are measures in place to ensure medication is administered safely as prescribed.

Care and Support

People receive a good standard of person-centred care and support. Personal plans consider people's personal outcomes as well as the practical care and support they require. Risks to people's health and safety are thoroughly assessed with management plans in place helping keep people safe. People and their representatives are regularly consulted on the care and support provided as well as wider aspects of the service they receive. Regular care plan reviews ensure people's care documentation remains relevant and they are receiving the right level of care and support. We saw people do not always receive their care and support at the agreed times. We discussed this with the management who told us extensive roadworks in the area were impacting on care staff's punctuality. We were told there is a system in place monitoring care staff's whereabouts. The system also aims to inform people if care staff are going to be early or late. People we spoke to confirmed this, saying the service will usually contact them if care staff aren't going to arrive on time.

Support is available for those with medication needs. There is a medication policy which is aligned with the most recent best practice guidance. Care staff receive medication training and have their competency assessed. We viewed a selection of people's medication administration records (MAR) and found people receive their medication as prescribed. Routine medication audits are completed to highlight and action any discrepancies.

There are measures in place to reduce the spread of potential sources of infection. Care staff have access to a plentiful supply of personal protective equipment (PPE), and they receive infection control training. The management team carry out regular spot checks to ensure care staff are following procedures in relation to infection control. People we spoke to said care staff always use PPE when attending to their care and support needs.

People and their representatives have positive relationships with care staff. People we spoke to provided complimentary feedback regarding the service they receive. One person said, "The staff are all fabulous, I don't know what I'd do without them. I rely on them for everything". Another person told us, "The carers are lovely. They're chatty, kind and well mannered". People's representatives also provided complimentary feedback regarding care staff and the management. We were told lines of communication are excellent. One person's representative said, "They are really good, they know my dad really well and they will alert us if things are not right".

Leadership and Management

Care staff told us they enjoy working at the service and gave positive feedback regarding the management. They told us: "it's marvellous working here, it's the best company I have worked for". One staff member described management as "very supportive". We were told communication with management is "Excellent". Overall, care staff say they feel valued and supported. We saw care staff have regular supervision and appraisals. Records we viewed confirm the service provides the required levels of formal support. The services recruitment and vetting processes ensure all the required pre-employment checks are completed. All staff have up to date Disclosure and Barring Service checks and are registered or in the process of being registered, with the work force regulator Social Care Wales (SCW). Care staff working at the service receive an induction in line with SCW's requirements, which includes training and shadowing other experienced members of the team. Care staff told us they receive sufficient and up to date training to carry out their duties effectively and safely. The training matrix we viewed shows care staff receive the required training to support them in their role to meet the needs of the people they support.

Policies and procedures are up to date, reviewed, comprehensive, and aligned with national statutory and best practice guidance. There has been one complaint since our last inspection which was handled in line with the services complaints policy. People told us they are happy to call the office with any issues or queries and feel confident any concerns would be dealt with promptly and appropriately.

There are systems and processes in place to monitor, review and improve the quality of care provided. The RI and area manager visit the service regularly to monitor performance and have good oversight of staff and people receiving care. The management team complete regular spot checks to see if staff are working in line with care plans and correct procedures, for example, administering medication. Six monthly quality of care reviews are completed to evaluate the service and support improvements. Reports highlight the service's strengths and considers how the service can develop further. Analysis of complaints and safeguarding matters are also included in the report. This helps the service identify any trends and action any issues.

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 inspection	N/A
21	The service does not provide care calls at the scheduled times.	Achieved

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