



Inspection Report on

ND Care and Support West Wales

**N D Care & Support
Unit 3 Block A Llys Y Barcud
Clos Gelliwerdd
Llanelli
SA14 6RX**

Date Inspection Completed

01/09/2022

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About ND Care and Support West Wales

Type of care provided	Domiciliary Support Service
Registered Provider	ND Care and Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards. The 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

The service is led by dedicated managers who are well supported by their line manager and the Responsible Individual (RI). People, their relatives and care workers respect the manager and the value of the service to them. There is good oversight by the RI, who speaks with care workers as part of her Regulation 73 visits but clarification around their role can be strengthened.

People and their relatives speak positively about the care and support they receive. Care staff demonstrate a good knowledge of the needs of the people they support. Staff are enthusiastic about working for the service even during stressful periods due to the Covid Pandemic. There is good evidence of people and/or their representative being involved in their care, however, more details should be included in care plans.

Well-being

People receive care and support that meets their needs. Staff are knowledgeable, caring and take pride in the care and support they provide. Personal plans provide some information about the person, but additional details are required. People remain as healthy as possible as the service actively works alongside health and social care professionals.

People and/or their representatives contribute to decisions, which affect them; this is well documented. The RI involves people in quality assurance processes including her Regulation 73 responsibilities. Care staff have access to policies and procedures, which are reviewed regularly. The managers and RI have a clear vision and provide good leadership and management of the service.

People are protected from abuse and neglect as care staff are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed and have confidence in the managers, staff and the service.

Care and Support

People receive a service that meets their assessed needs. Initial assessments are undertaken, and care plans produced from these. The plans provide an overview of the needs of the person. However, further information is required on how the care and support is to be delivered to better inform care workers. This will ensure continuity of care and support for the individual whilst they are receiving the service. Risk assessments are in place and regularly reviewed. People and / or their representatives are involved in the planning and delivery of their care.

People value the service they receive. People told us *“They are absolutely first class; I can’t praise them enough”* and *“the carers are really caring and know how to care for my husband. I am involved in any changes to his care. I have no concerns at all. He is at ease with the carers, he safe and happy with them. They are also a great support to me”*. People also benefit from a dedicated team of consistent staff who know them well. An individual told us *“we have regular staff who are like part of our family”*.

Health and social care professionals are involved in the care of people when needed. This includes accessing the Intermediate Care MDT, an online service that provides advice, guidance and direction.

People feel safe and protected from harm. Care workers are aware of their responsibilities to protect people from COVID. They are also clear about their role in protecting people and reporting any concerns. Policies and procedures, training and support are in place to ensure care staff maintain people’s safety and well-being. One person told us *“they (care workers) smile and are very kind to me and make me laugh which is so important to me, I feel safe with the carers, I could not cope without them”*.

Leadership and Management

The service is led by a dedicated manager who is registered with Social Care Wales and is well supported by their line manager (regional manager) and the RI. The manager demonstrates a very good knowledge of the people who use the service and the care workers employed. The regional manager is readily available to support the manager and together they make a strong leadership team to drive the service. The manager receives regular supervision and support from their line manager.

As part of Regulation 73, the RI seeks feedback from people and relatives who are or have used the service. Feedback from staff is also sought, however some staff told us that they do not know who the RI is. This was raised during the inspection feedback meeting with the RI and managers.

People are supported by a motivated, valued and well-trained staff team. All care workers who have completed an inspection questionnaire tell us they are very well supported by the manager and the organisation. Staff told us *“my manager is wonderful; I feel she is very supportive and always there when I need her”*, *“manager and all office based staff are approachable and supportive”* and *“supportive manager – easy to talk to, flexible and kind”*.

People and their representatives praise the staff that support them, they told us; *“I can't fault it, they are beautiful. I have no concerns at all, if I did, I know I can phone the office. I am involved in any changes to my wife's care”* and *“they are all good, excellent actually. They put a smile on my face”*.

Recruitment of staff continues to pose a difficulty for the service. Those staff who have been appointed go through a detailed recruitment process and all records looked at contain the necessary recruitment documentation. Staff receive a range of mandatory and specific training to support them in their role. Training records corroborate this. There are induction, supervision and appraisal procedures in place. Care workers told us they have regular supervision and support and in the main, these are reflected in the staff records. Up to date policies and procedures are in place to support staff and managers. The Statement of Purpose reflects the service being provided.

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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Date Published 21/09/2022