



# Inspection Report on

**Carers Trust Crossroads West Wales**

**Crossroads  
Unit 3  
96 Queen Victoria Road  
Llanelli  
SA15 2TH**

**Date Inspection Completed**

05/10/2023

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## About Carers Trust Crossroads West Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Carers Trust Crossroads West Wales
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	<a href="#">20<sup>th</sup> January 2022</a>
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

Carers Trust Crossroads West Wales is a replacement care service providing care to people in their own homes from motivated and dedicated care staff. People we spoke with are happy with the care and support they receive and are treated with dignity and respect. People are supported by safe and professional care staff, with whom they have developed effective relationships. Management are accessible to people and service is valued by those who use it.

Arrangements for the management of the service are in place. Areas for improvement have been highlighted regarding arrangements for the monitoring and reviewing of the quality of care. Whilst no immediate actions are needed, we expect the provider to take action to address these areas.

## Well-being

People and their representatives spoke positively about the care provided by care staff at the service. A family member of a person using the service told us about the profound effect the service has had on them; *“Heb law amdany nhw, fydda i ddim ‘ma heddiw. Pobl sbecial iawn. Maen nhw ffaelle wneud mwy. Dwi’n temlo bod nhw wedi cael eu hanfon.”*

People are treated with dignity and respect and receive appropriate, kind, and caring support from care staff they know. Staff enjoy spending time with people. Individuals and representatives told us that care staff spend time getting to know people and develop positive relationships with them. A family member told us, *“They have a good relationship...Everything is working as it should be. They are accommodating.”*

People’s voices are heard and listened to. People form positive relationships with consistent and experienced staff, and this is valued by the service. People can communicate in Welsh, to Welsh speaking staff. People are involved in planning the care and support they receive. The service seeks regular feedback from people and their representatives about the service and uses this to improve. A family representative of a person using the service told us, *“Maen nhw’n dda. Maen nhw’n gwrando.”* A member of care staff told us, *“The management put people first, second and third.”*

People are safe and protected. They receive care and support from care staff who have been safely recruited and well supported. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the service. People can quickly access support from a wide range of additional support services through the service provider.

People’s care and support does not consistently benefit from robust oversight. Arrangements for the monitoring and reviewing of the service do not always effectively identify all areas that require improvement at the service.

## Care and Support

People are happy with the care and support they receive at the service. A person using the service told us the service is special, caring and helpful; *“Maen nhw’n sbecial iawn. Maen nhw’n garedig ac yn helpu.”* The process for admitting new people into the service is well-planned. Personal plans are clearly written and contain information including personal preferences, risk assessments, and detailed plans on how care and support should be delivered. The service is currently embedding a digital care planning system, to strengthen the personal plan review process. People and their representatives are involved in the care planning process. People’s personal plans direct care staff to deliver care and support in a consistent way. A person using the service told us *“Never had cause to complain. They treat me well.”*

Care staff provide individual support to people as detailed in their personal plans. Care staff are knowledgeable about the people in their care and are empathic and patient in their approach. A family representative told us that care staff know how to provide care in personalised way and have a positive impact; *“They are lifesavers to be honest.”*

People’s physical health and wellbeing is promoted. Personal plans show people receive support to access social and health care professionals when needed. The service understands people’s health conditions, the support they require and can identify changes in the usual presentation of people they support. Arrangements are in place for the safe management of medication within the service.

People are protected from harm and abuse. All care staff receive appropriate safeguarding and whistleblowing training which supports them to keep people safe. Care staff have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Care staff ensure people are as safe as possible by adhering to clear policies and procedures. Records show the service deals promptly and appropriately with arising issues which could impact on people’s care and support.

Infection prevention and control procedures are good. All care staff receive appropriate training on infection control. People and their representatives told us care staff wear the relevant personal protective equipment (PPE) and they feel safe.

## Leadership and Management

People are provided with accurate information about the service. There is a written guide which gives people who use the service, their relatives and others, information about the service. There is a statement of purpose (SOP) which describes how the service is provided. The service provision is reflective of information contained within the SOP.

The responsible individual (RI) visits the service and checks people are happy with the quality of care and support and looks for ways to improve. The service also has effective procedures for obtaining feedback from people and care staff, to inform service delivery. We saw evidence of quality assurance arrangements, though these arrangements did not support the service provider in identifying all areas of weakness that require improvement. We were not provided with a Quality-of-Care Review providing recommendations for the improvement and development of the service. These are areas for improvement, and while no immediate action is required, we expect the provider to take action and will follow this up at our next inspection.

The manager of the service is experienced, suitably qualified, and appropriately registered with Social Care Wales (SCW), the social care workforce regulator. The manager is supported by a team of staff who support the day-to-day running of the service. The management team are in regular communication with the Responsible Individual (RI). They know people well and demonstrate commitment to providing a good quality service. We were told that the management team are approachable and always there to help or advise care staff when required. We also noted the service's commitment to the wellbeing of their staff. A member of care staff told us "*We feel valued and they are protective of our wellbeing.*"

We reviewed the service's staffing rota and saw sufficient numbers of care staff at the service to provide care and support. Disclosure and Barring Security (DBS) checks are in place and current. Staff recruitment records contain all the information required by Regulations to ensure they are safe and fit to work at the service. The service ensures care staff are registered with the social care workforce regulator, Social Care Wales.

Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts, staff competency checks and introductions to policies and procedures. Care staff have access to a variety of training opportunities and all staff files we viewed showed staff had completed a good level of training.

Care staff are provided with one-to-one support, through supervisions and annual appraisals. Management offer daily support to care staff and undertake spot checks for quality assurance. A member of care staff told us, "*The communication with the office is*

*great...I don't wait for supervision, we talk all the time if there is something. Feel really supported.*

### 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
8	The service provider has not ensured there are effective arrangements in place for monitoring, reviewing and improving the quality of care and support provided by the service.	New
80	The service provider has not ensured suitable arrangements are in place to establish and maintain a system for monitoring, reviewing and improving the service.	New

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