



Inspection Report on

ios recruitment and training services ltd

**Alexandra Gate Business Centre Ltd
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Ffordd Pengam
Cardiff
CF24 2SA**

Date Inspection Completed

02/06/2023

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About ios recruitment and training services ltd

Type of care provided	Domiciliary Support Service
Registered Provider	ios recruitment and training services limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	02 December 2022
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

A newly registered responsible individual (RI) and management team leading the service have significantly improved the delivery of care and support, which has benefited the experiences and outcomes for people using the service. The provider has now met all non-compliances raised at previous inspection, and we found good quality care and support being provided to people and their representatives.

People like their care workers, describing them as “*fantastic*.” People are part of the consultation process about their care and help to set goals that are reviewed regularly. Care is delivered in accordance with detailed personal plans and documentation around this is very good. People mostly receive their care in a timely manner.

The service provider has very good governance systems in place, identifying and understanding how it can develop and improve. The RI, and a dedicated and effective manager ensures the service is run smoothly and is committed to improving the lives of people using the service. Care workers are recruited safely, suitably trained and are regularly monitored and supervised. The provider has implemented a new electronic care system to enhance the running of the service with good oversight of completed calls.

Well-being

People's voices are heard and listened to. People's concerns and complaints are dealt with in a timely manner. Communication between people using the service and the management team is open and transparent. Information regarding how people can make a complaint and advocacy services to promote the voice of people, is made available to people in their home. People told they feel listened to, and staff informed us when they raise concerns for people, these are always addressed quickly by the management team.

People have the right care to support their health and well-being. People can be confident they are supported by a service provider which communicates openly with professionals and takes timely action. The provider makes referrals to relevant professionals to help people to achieve their outcomes. Care documentation is detailed, and person centred. The manager has good oversight of concerns and incidents, which are analysed for patterns and trends. A focus on people's health and well-being was evidenced within people's care documentation and within feedback from care workers and people using the service.

The culture within the service supports dignified care with respect shown by staff. We observed positive, skilled and meaningful interactions from care workers. One person described the following regarding the care and support provided to his relative, "*They have got to know her quite well as a person, they don't just deal with the problem, they see her as a person*". People told us care workers provide good quality care and support through a caring approach and always complete what is needed when they visit. Staff described the new management team as "open", "a positive culture" and a good place to work with clear guidance in place.

People are kept as safe as possible. We found good managerial oversight of safeguarding allegations and concerns. The service provider is proactive at identifying, reporting, and addressing concerns to maintain the safety and well-being of people. The service provider appropriately records, investigates and analyses safeguarding allegations and concerns to implement actions and 'lessons learnt' opportunities to prevent further events.

There is good governance and oversight arrangements at the service and robust due diligence checks. Policies and procedures have been updated, are effectual and ensure a smooth running of the service. The management team oversee safe staff recruitment checks, training, and supervision needs.

Care and Support

People can be confident they get the right care and support as early as possible by care workers who know how best to support them. Personal plans and risk assessments are live documents and are regularly reviewed and updated. Each personal plan is well organised and individualised, with care taken to record important things that make a big difference to people. The provider considers a wide range of views and information before personal plans are written and support is provided. There is a focus on what the person would like to achieve, and goals are set around this. Personal plans are detailed and available both in the person's own home and at the office. Care workers know what is expected of them during a visit to a person's home, one care worker told us, "*I know exactly what I need to do*".

There is good continuity of care for people, delivered through an organised approach. People have access to a consistent group of care workers. Staff informed us they now have designated areas they work in, which has enabled them to fully understand the needs of the group of people they care for. One staff member said, "*now we have set days and set areas, now we really get to know the clients*". Visiting times are agreed and there are no instances of missed calls.

People achieve their individual identified outcomes. When people identify new goals to promote their well-being, the service helps them to understand the steps they can take to achieve this. The RI and deputy manager have a hands-on approach with improving individual outcomes for people. They regularly review and consult with individuals, their representatives, professionals, and community services when required, to find solutions to help people to overcome potential barriers preventing them from achieving their outcomes. We found evidence the RI and management team advocate for people using the service and demonstrate a commitment to helping people to be as independent as possible.

People can be confident there are infection control and robust medication arrangements in place. The medication policy and procedures have been revised and include clear arrangements with agreed plans and risk assessment in place to support people with medication safely. The provider has also now implemented robust plans in place for partnership agreements with family for medication assistance.

Leadership and Management

The service is run smoothly. A new RI and management team are committed to improving the experiences of people who use the service. They are experienced, knowledgeable and demonstrate that people and their desired outcomes are at the heart of the service. They produce detailed reports around their findings, show good analysis of information and how the service could improve.

Staff are recruited safely and supported to learn and develop. Robust pre-employment checks are carried out and staff are regularly supervised and monitored. Staff are encouraged to register with Social Care Wales, the workforce regulator, and encouraged to obtain further social care qualifications. Care workers are suitably trained to support people and receive individually tailored training. Care workers also receive training around the safeguarding of vulnerable adults and know how to raise concerns. Care workers feel valued and supported by the management team and believe management are approachable and responsive. One care worker we talked to told us, *“We have a fab new management team...the way its running now is smoother...its grown so much in a short space of time”*. Another care worker told us, *“We have new management and I get good feedback from service users since they have taken over, there is a lot of praise out there”*.

People receive a service with robust due diligence checks, care, and competence. The RI has good oversight of safeguarding, complaints, concerns, and care delivery. Monitoring and auditing tools are used effectively so that everything is up to date. Electronic systems support quicker access to information and good oversight and monitoring of visiting times, calls completed, and duration care workers are present in a person’s home. The physical offices support the safe storage of all documentation, and space for staff to talk to managers in private.

There are robust policies and procedures in place and the service is provided in line with the provider’s ‘Statement of Purpose’. The provider has implemented robust policies and procedures around supporting people to manage their money to protect people’s financial well-being.

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
16	Reviews of personal plans do not involve representatives and stakeholders and do not accurately reflect people's changing needs and risks.	Achieved
15	Personal plans are not accurate and up to date, they do not capture what the most recent well-being needs and risks are for people. Personal plans do not set out how individuals will be supported to achieve their outcomes and steps which will be taken to mitigate any identified risks to the individual's well-being. They do not guide care workers to understand how best to support people.	Achieved
6	The service provider does not ensure the service is provided with sufficient care, competence and skill,	Achieved

	having regard to the statement of purpose.	
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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
58	The service provider does not always provide a service in line with its medication policy and procedures. Arrangements for the administration, collection and safe storage of medication requires improvement.	Achieved

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