



# Inspection Report on

**Rumney Care Newport**

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**Date Inspection Completed**

24/01/2022

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## About Rumney Care Newport

Type of care provided	Domiciliary Support Service
Registered Provider	Rumney Care and Ambulance Service Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	06 August 2022
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

People are very happy with the service they receive and speak positively about the staff who provide their care. People feel their care is delivered with dignity and respect by staff who understand their needs. Staff continuity needs to be improved, as this will enable people to build positive working relationships with care staff. Care documentation is robust, reflective and includes people's preferences on how they wish to receive their care. A system to review care plans every three months has recently been introduced to ensure any changes are made when required. Improvements to staff rotas have now been made which ensures care workers have adequate travel time between consecutive care calls. Care staff tell us that they always have enough time to do their work without rushing. There are policies and procedures in place for the smooth running of the service and quality assurance monitoring takes place as required. The Responsible Individual (RI) visits the service daily to maintain oversight of the service. All care staff are recruited safely and receive training and supervision. Care staff feel well supported, valued and appreciated, and tell us that they are happy working at Rumney Care Newport.

## Well-being

People have choice and control over their lives. Care planning and documentation is person centred and includes the voice of the person receiving care, and their preferences to how they want their care delivered. Care is generally delivered at the time that people request and to the standard that they expect. People are part of care plan review processes and are consulted on any changes that need to be made. People are fully informed of the service and what they can offer, and their views are sought as part of quality of care reviews. Rumney Care Newport has a complaints policy in place and takes complaints to the service seriously. Any complaint is dealt with in line with their policy and procedures, and all outcomes are recorded to facilitate lessons learned processes. Compliments to the service are also recorded and fed back to staff.

People can be confident their needs are met. Staff rotas ensure that care workers are given sufficient travel time for them to be able to deliver care without undue pressure or the need to rush. Care staff continuity needs to be improved as this will enable them to have a greater understanding of the needs of the people they care for, and how these needs are best met. People are generally happy with the care they receive and talk positively about the care staff. Care plans and risk assessments are in place and detail people's needs and how they should be met. These documents are reviewed regularly and updated when any changes occur. Care staff receive training specific to the needs of the people they care for and tell us that they feel sufficiently trained to undertake their roles. Staff receive regular supervision and tell us that they feel well supported by the manager and RI.

People are protected from abuse and harm. Rumney Care Newport has a robust safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse, which is refreshed annually. Referrals are made to the safeguarding team and then stored centrally with outcomes fully recorded. This is good practice as it enables safeguarding referrals to be monitored for themes, trends and patterns of abuse. These referrals are audited as part of the quality assurance processes in place. Staff recruitment is safe and robust as references and Disclosure and Barring (DBS) certificates are applied for prior to employment commencing.

## Care and Support

People get the right care at the right time. Rumney Care Newport provides packages of care around individual needs. People receive an initial assessment prior to service commencing which highlights people's needs and how and when they should be met. Care documentation is person centred and contains people's likes, dislikes and preferences to how they wish their care to be provided. A system to review these plans is now in place which ensures that any changes are made in a timely way and documents remain current and reflective. Improvements have been made to care staff rotas which now contain sufficient time to allow staff to travel from one care call to another. Care workers we spoke with told us "*the runs go smoothly and we have enough time to travel from call to call*". People who receive a service from Rumney Care Newport told us "*the staff are very good*", but one person highlighted that their evening call "*gets moved around a lot*". Staff continuity is an area that requires improvement as people told us that recently they see many different carers when previously they have had a "*regular carer*". We have discussed this with provider who is aware of the issue and assures us that it will be resolved at the earliest opportunity.

People can be assured they are treated with dignity and respect. Care documentation evidences that people are involved in their care planning and are consulted about any changes that need to be made. As part of quality assurance processes people are asked for their views in regard to the service they receive. These views are important as they inform the RI of when improvements are needed. Prior to the service commencing people are given a service user guide, which outlines what they can expect from the service. This document also details how people can complain if they are not happy with the service. People told us that care workers generally arrive on time and stay the full duration of the care call. Care staff complete all the tasks they need them to do and always ask if they can do anything else. People described care staff as polite and thorough.

## Leadership and Management

People benefit from the leadership and management in place. Rumney Care Newport benefits from a Responsible Individual (RI) who is actively involved in the operation of the service and has effective oversight. There is a manager employed to oversee the day to day running of the service. The manager is registered with Social Care Wales, the workforce regulator. Care workers told us that the RI is “*a person you can trust*” and the manager is “*honest and knows what they are doing*”. The manager and RI understand the requirements in regard to safeguarding adults at risk of abuse. Safeguarding referrals are stored centrally with outcomes recorded and audited. Rumney Care Newport take complaints seriously and ensure that they are responded to appropriately and monitored as part of quality assurance processes. We saw that people who were happy with the service had sent many cards and letters thanking Rumney Care Newport. There are policies and procedures in place for the running of the service, which are reviewed and updated annually. There are quality assurance processes in place at Rumney Care Newport which includes feedback from service users and staff. This indicates that the service is committed to providing a quality service.

People can be confident that they receive care from staff who are trained and well supported. All care staff receive a formal supervision within required timescales. This is important as it is an opportunity for staff to discuss practice issues or needs in a formal setting that is recorded. Care staff receive adequate training that enables them to undertake their roles. Care workers we spoke with told us that they receive regular training and feel “*valued and appreciated*”. One person told us “*Rumney Care Newport do care about the people they support and their staff*”. We examined a selection of staff personnel files and found that improvements in this area had been made. All files now contain all required information. We saw evidence that pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people. There is a system in place to ensure that DBS certificates are renewed every three years.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A
41	The service provider failed to consistently ensure travel time was allocated between each visit. The call	Achieved

	monitoring system does not provide accurate record of time each care worker spends on travel, visits or rest breaks.	
35	The service provider failed to ensure two references were obtained during the recruitment process.	Achieved
16	The service provider failed to ensure personal plans were reviewed on a regular basis.	Achieved



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