



## Inspection Report on

**H M Care**

**Pier House  
Pier Road  
Pembroke Dock  
SA72 6TR**

## **Date Inspection Completed**

16/08/2022

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## About H M Care

Type of care provided	Domiciliary Support Service
Registered Provider	helen may
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language because there is no demand for it currently.

### Summary

Overall, H M Care Domiciliary Support Service endeavours to support people to maintain and increase their independence. The small staff team are enthusiastic and want to make a positive difference to people's lives. Care workers focus on each person's needs, to positively impact on their well-being. People and their relatives are complimentary about their care workers: they told us they support them well and, *"go the extra mile all the time."* Care workers feel well supported by the Responsible Individual (RI) and the manager. Good communication channels are evident throughout the service and there are robust systems in place to monitor the quality of care provided.

### Well-being

People and their relatives are more than satisfied with the service they receive from H M Care Domiciliary Support Service. Each person says care workers really support them well and say they are always respectful and professional in their approaches. Personal plans reflect each person's support needs and care workers are aware of the importance of each person's well-being.

People say they feel safe with the care workers who support them in their homes every day because the care workers are familiar to them. This gives each person reassurance that their needs and personal preferences are really understood. People say they know how to make a complaint and are confident the manager would listen to them if they did. Each person's privacy and personal information is protected at all times.

People and relatives say their care workers are rarely late and never rush them. One person said, "*They have been really amazing, patient and lovely people.*" Another person said, "*They always stay for a chat and make sure we're OK before they leave.*" This means people can expect to receive the right support at the right time.

The provider does not offer the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. This is because there is no demand for it currently among the people receiving support, or in the area generally.

Overall, there is an accurate and up-to-date plan for how care workers provide each person's support, to achieve their best possible outcomes. The provider considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining information from relatives and external healthcare professionals such as social workers, together with all assessments relating to the person. From this, senior staff develop care records to describe people's support arrangements and requirements. In addition, to remain current, all care records are regularly reviewed every three months, or more frequently wherever support needs changed. Also, people and relatives tell us they are involved in these reviews, to ensure their opinions are heard.

People and their relatives are very happy with the support they receive and say they feel involved in what the care workers do when they visit them. One person said, *"Oh yes, very happy indeed. I honestly don't know what we'd do without them. They have all been absolutely fantastic and we can't speak highly enough of them all"*

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the service and care workers may refer to infection management policies when necessary. Measures are in place to ensure people are kept safe from infection as far as possible: this includes the appropriate use of personal protective equipment by all care workers.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

## **Leadership and Management**

The service is committed to developing a culture which ensures the best possible outcomes are achieved for people. To achieve this, there are clear systems in place, designed to

monitor peoples' well-being and the quality of support each person receives. The RI identifies all actions needed to maintain and improve people's well-being: regular audits monitor all aspects of people's care and support. For example, quality of care records, medication administration and infection control. Both the RI and manager are always available and are well-known to people and their relatives. This means they can be aware when things need addressing. People and their relatives confirmed this and say they are happy with the contact they have with senior staff. One person said, "*Yes, they always phone if the carers are running late – much appreciated, so we know what's happening.*"

There is a small staff team, which means communication is straightforward, and team meetings are held to give all employees the opportunity to discuss their work and to keep up to date with all new developments. Three-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' Employee records show all care workers are up to date with their essential training.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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