



Inspection Report on

Care at Home Pembrokeshire

**Squirrel House
Parc Y Llyn
Haverfordwest
SA62 5DH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

11/01/2024

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About Care at Home Pembrokeshire

| | |
|---|---|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Van Dyk Healthcare (Dragon) Ltd |
| Registered places | 0 |
| Language of the service | Both |
| Previous Care Inspectorate Wales inspection | |
| Does this service promote Welsh language and culture? | 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

Care at Home Pembrokeshire provides a good standard of care for people. This is delivered by a small team of staff who are motivated and effectively led by an experienced manager.

People are satisfied with the care they receive, and care workers are described as respectful. While most staff are thought to be well trained, additional training for some staff would be beneficial.

The service is reliable and as flexible as possible, recognising people as individuals and supporting them to have having a say in when and how their care is offered.

Well-being

People are safe and protected from abuse, harm and neglect. Care workers know their responsibilities in relation to safeguarding and have confidence their manager would deal with any concerns raised and take the actions needed. Care workers have completed training in safeguarding.

People are treated with dignity and respect. Care workers know practical ways they can help with maintaining people's privacy and dignity when assisting with personal care. Care workers know people well. They know what and who is important to them. One person described care workers as "*thorough... they take their time*" and care workers feel they have the time they need to carry out their duties.

The relationships people have with the team are good. One person described the staff as "*like members of the family*" and a care worker said they are motivated by the relationships they have with people, and the trust they place in the care workers. Another individual was complimentary about many of the workers but described one as "*absolutely out of this world*" and "*exceptionally good*". Care workers are as flexible as possible and contact family and health professionals as necessary.

Care and Support

Care plans are detailed and set out clearly the care and support people require on each visit. Most records contain a helpful and comprehensive personal history. The electronic record means an alert is sent to the manager if any part of an individual's care is not carried out, or if a visit does not take place at the agreed time. Daily records provide evidence that care needs are met at each visit and a reason is given if any part is not done.

The service is reliable. No calls have been missed and the right number of carers attend for each call. People understand if care workers are a little bit late for a call and are kept informed of any such delays. Care workers say they mostly have enough travel time booked into their rotas to get from one visit to the next, and the duty rotas show that travel time is factored in in most instances. Some visits last more and some less than the allocated time. The reasons for any short visits are noted and generally attributed to people's care needs having been met. Care workers are not rushed and have the time they need to complete their duties and also to have a chat with people if they wish to do so.

People's physical health needs are met. Care workers know how to recognise signs of pressure damage and also know who to report any concerns they have. People who need assistance with medication or topical treatments are confident of getting the help they need from care workers.

Care workers understand and respect people's right to exercise choice. This includes the gender of the worker, as far as possible, and also how their care and support is offered. Any changes to people's care is noted in the records. The service is also flexible and sometimes will go over and above to meet people's needs. People describe care workers as respectful of their home by tidying up after themselves.

Leadership and Management

There are some effective governance arrangements in place to monitor quality. The responsible individual (RI) visits the service regularly and meets with staff and people using the service. The manager has written a detailed quality report which considers a range of areas including the number of calls carried out and how punctual the calls were. The manager of the service is well regarded by both people and staff, being described as *“Excellent. Very understanding”* and *“a superstar”*.

The training matrix shows care workers are up to date with a range of training. This includes moving & handling; safeguarding; dementia care and first aid. Most people consider care workers to be suitably trained, but some feel additional training in the fundamentals of care would be beneficial for new staff. One person said *“all the care is very very good.... but some may need some extra training”*.

Senior members of the team carry out monitoring visits to make sure care workers are carrying out their duties in line with the person’s individualised care plan. The matrix shows care workers have supervision and say they are offered constructive and balanced feedback on their work.

Care workers are appointed following a safe recruitment process. Staff files are easy to navigate and contain most of the information needed, including photographic identification; safety checks and right to work permits.

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 |
|------------|---------|--------|
|------------|---------|--------|

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

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