



Inspection Report on

Harlequin Homecare (cwm Taff)

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27/07/2022

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About Harlequin Homecare (cwm Taff)

Type of care provided	Domiciliary Support Service
Registered Provider	Harlequin Homecare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	22/02/22
Does this service provide the Welsh Language active offer?	Yes. 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

Harlequin Homecare provides care and support to people living in their own homes within the community. The provider is registered with Care Inspectorate Wales (CIW) to provide services to people throughout South Wales. This report covers the Cwm Taf region.

A person-centred approach to care provision ensures people receive a service that is tailored to their needs. Personal plans highlight people's outcomes and risk assessments provide care workers with information on how to keep people safe. People and their representatives provided positive feedback regarding the standard of care and support they receive. Care workers are trained to meet the needs of the people they support and report feeling supported and valued as employees. An improved quality assurance process aims to seek the views of people using the service to inform improvements. We found the service does not always inform CIW of reportable events and improvements are required in this area.

Well-being

People reported positive relationships between themselves and care workers and say they are treated with dignity and respect. Care workers support people with their daily needs including personal care and domestic tasks. People are complimentary of the service they receive. Care workers appear happy working for the service and feel valued and supported in their roles.

People get the right care and support. The service uses an online system to record people's care and support needs. Any changes to peoples planned care and support is communicated quickly to care workers. Regular reviews of people's personal plans make certain the information recorded in them is current and people are receiving the best possible care and support. The service works collaboratively with people and their representatives to ensure people's outcomes are identified and managed effectively.

People are safe from harm and abuse. Care workers are trained to spot the signs of neglect, harm and abuse. There is a safeguarding policy that promotes safe practice and care workers are aware of their safeguarding responsibilities. Risks to people are assessed and managed so they are supported to stay safe. The recruitment process is robust. Before commencing employment, potential employees are subject to a series of checks including Disclosure and Barring Service Checks, references from previous employers and employment history checks. These measures are in place to identify the suitability of potential employees.

Care and Support

Personal plans set out people's care and support needs. Personal plans are devised in consultation with the person and any representatives they may have. We examined a number of personal plans and found they are outcome focused and provide clear instructions for care workers to follow. Care workers we spoke to confirmed this, saying personal plans contain all of the information needed to provide the required care and support. Personal plans also contain risk assessments that provide information on keeping people safe. Personal plans are reviewed and updated regularly to ensure people are receiving the right care and support.

People and their representatives are on the whole complimentary of the service they receive. We spoke to a number of people and their relatives regarding service provision. One person said, *"The carers are marvellous. They really are good as gold"*. A relative of a person receiving a service said, *"Honestly, they are good, very friendly. Some carers go above and beyond. The majority are excellent"*. We were also told that the service is responsive and acts accordingly to address issues people may have. Although feedback regarding service delivery was on the whole positive, some people told us they did not always experience continuity of care. We discussed this with the responsible individual (RI) who explained the service has experienced difficulties in recruiting staff. This is currently a nationwide issue within the care sector and is not just affecting this provider.

There are systems in place to keep people safe. As well as risk assessments and management plans there is other written information that underpins safe practice. We looked at a selection of policies and procedures and found they are informative and aligned with current national legislation. Care workers receive safeguarding training and are aware of the procedure for raising concerns. Infection prevention and control measures help reduce the risk of cross contamination. Care workers have access to personal protective equipment (PPE) and complete regular testing for Covid-19. The service uses an online system called Care Planner to record people's care and support needs. Care workers have access to the system via and app. The system gives care workers a breakdown of tasks that have to be completed on each call. It is a live system which means any amendments to people's care and support regimes can be communicated directly to care workers. Support is available to people with medication needs. Care workers receive medication training and there is a medication policy that promotes safe practice. Medication is administered as prescribed and periodic audits are conducted to ensure medication is administered correctly.

Environment

As this is a domiciliary support service, we do not consider the environment theme, however, the office premises appeared 'fit for purpose' during our site visit.

Leadership and Management

There are arrangements in place for governance and quality assurance. At the last inspection we issued a priority action notice as the RI was not meeting with people who use the service and staff on a regular basis. Since then, improvements have been made. We saw documented evidence that the RI has met with people connected to the service to discuss service delivery and gain their views to inform improvements. We also saw evidence that the service regularly distributes satisfaction surveys to people to gather feedback on service provision. Every six months a quality-of-care review is completed. We saw the latest quality of care report. The report contains feedback from people who use the service and clearly highlights the services strengths and areas where it can improve. During our inspection we found the service does not always inform CIW of reportable occurrences. We discussed this with the manager and informed them this was an area for improvement which we will review at our next inspection.

Care workers receive training that equips them with the skills needed to provide good quality care and support. On commencement of employment all new care workers complete a structured induction where all aspects of core training are covered. The induction is aligned with the All-Wales Induction Framework. At the last inspection we found improvements were needed to ensure care workers are up to date with their core training requirements. We looked at current training records and found the service has made significant progress in this area.

Care workers enjoy working for the service and feel supported in their roles. Records relating to supervision and appraisal suggest care workers are receiving the required level of formal support. This is important as it gives care workers the opportunity to discuss any issues they may have and reflect on their performance. Care workers we spoke to used words like *“Approachable”*, *“Great”* and *“Accommodating”* to describe the manager. The service operates a safe recruitment process. We examined recruitment information and found the service completes all of the necessary pre-employment checks to ensure care workers are suitable to work with vulnerable people.

The agencies aims, values and information relating to the services they provide are set out in the Statement of Purpose and User Guide. We examined these documents and found they are reflective of services being provided and contain useful information including how to make a complaint and the availability of advocacy services.

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
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60	The provider is not compliant with regulation 60(1). This is because there has been a failure to inform CIW of events specified in Parts 1 and 2 of Schedule 3.	New
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