



## Inspection Report on

**Newcross Healthcare Solutions Limited (Wales Complex Care - Cardiff & Vale)**

**7/8 Park Place  
Cardiff  
CF10 3DP**

## **Date Inspection Completed**

18/04/2023

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## About Newcross Healthcare Solutions Limited (Wales Complex Care - Cardiff & Vale)

Type of care provided	Domiciliary Support Service
Registered Provider	Newcross Healthcare Solutions Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the service's first inspection since registering with Care Inspectorate Wales (CIW) under the Regulation and Inspection of Social Care (Wales) Act (2016).
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Newcross Healthcare Solutions Limited is a domiciliary support service which operates throughout Wales. They provide care and support to people with complex needs, in their own homes. This report is for the Cardiff & Vale; Cwm Taff; Powys and Western Bay, due to supporting 20 or less people in each area. The registered services in Gwent and West Wales are currently dormant and not delivering care.

People are supported with personalised care and support. Care needs are assessed and planned for by skilled, nursing staff. Personal plans and risk assessments are thorough, detailed and ensure people receive the right care and support at the right time. Care workers are safely recruited, vetted, and appropriately trained. The service is consistent, reliable provides sensitive support and assistance to enable people lead fulfilled lives.

Currently the service is operating without a responsible individual (RI). The RI's role is to have oversight of the quality of the service and drive improvements. There is interim effective oversight of the service, a registered manager oversees the smooth day-to-day running of the service with support from the organisations Directory of Community Care. There are a range of monitoring and audit processes in place. It is anticipated that the newly appointed Chief of Operations will be applying to become RI.

## Well-being

People have as much choice and control over their daily lives as possible. A personalised approach is taken by the service. People are involved in the planning of the care they receive and how they wish their support to be provided is clearly documented.

People get the right care and support. The service works in partnership with other agencies to develop personal plans and risk assessments, which contain detailed key information within and are person centred. Care documentation is individualised, detailed and informative. Reviews are undertaken regularly. Personal plans inform care workers of steps to take to provide the right care and support. Care staff receive specialist training to help them understand how best to support people. We found care workers to be hard working, caring and responsive to people's needs.

People's physical and mental well-being is promoted. Care workers we spoke with have developed positive relationships with the people they support and have a good understanding of their health conditions and the support they require. This has a positive impact on people's emotional well-being and provides reassurance to family members. People remain as healthy as they can be, due to timely referrals and good communication with external health professionals if required.

People are safe and protected from harm. Care workers know the action they are required to take if they suspect a person is at risk of harm or is being abused. They are also confident the service provider would take any concerns seriously to make sure people are properly safeguarded. People also know how to raise concerns if needed and have full confidence matters would be swiftly addressed.

## Care and Support

People are given information to inform them what to expect from the service. The service provider is clear about its aims and objectives. We viewed the statement of purpose (SOP). The SOP is fundamental in setting out the vision for the service and is a key document that should clearly demonstrate the range of health and care needs the service will provide support for, including any specialist service/care provision offered. The SOP provides an overall picture of the service offered although needed minor amendments in places.

People supported by Newcross Healthcare Solutions Ltd. have complex care needs. Care is provided by a workforce that receives mandatory and specialist training. People have person-centred care and support that is of a good standard. This means that people receive a service that is specifically designed to meet their needs. People benefit from continuity of care and support, which is consistent in all geographical areas. Care workers reiterated the continuity enables them to get to know people and their needs well. We observed care workers interact with people in a natural friendly caring and compassionate manner. It was apparent that care workers know the people they care for well, including their likes and preferred choices. Care workers were vigilant to changes in body language, vocalisation and use of touch to reassure those who are non-verbal.

People are consulted about their desired goals and personal plans are developed. An initial assessment is completed involving the person to ensure information is gathered about the wishes and aspirations of people. Risk assessments are completed, and where necessary, health professionals are involved. The environment is considered as part of risk assessments. Detailed personal plans set out their care and support needs and provide care workers with clear instructions. Risk assessments highlight people's vulnerabilities and contain information on how to keep people safe. We examined several people's personal plans and found they are reviewed periodically to ensure information is up to date.

The provider has measures in place to protect people from the risk of abuse. Care workers we spoke with were familiar about the types and indicators of abuse and told us the action they would take if they suspected abuse. There are systems in place to record accidents and incidents. Risks to people are assessed and their safety managed and monitored so they are supported to stay safe, and their freedom respected.

## Leadership and Management

The provider has systems in place for the smooth running of the service. An experienced, knowledgeable manager is in post. They undertake audits and oversee the day-to-day running of the service. The provider has introduced electronic systems of recording that gives instant information about the timing of and delivery of care.

Recruitment and training ensure people get the right care and support, from skilled and knowledgeable care workers. Employment records are maintained. Checks are carried out prior to a care worker being offered employment, this includes checking the 'Disclosure and Barring Service' to see if a person is fit to work with vulnerable adults. References are obtained but a full work history is not in place for all employees. The manager had identified this and where necessary requested full employment histories from employees, which had started to be returned.

Care workers have suitable training and supervision. Care workers have relevant training and competency checks to meet people's needs, including specialist training to meet the individuals bespoke care needs. An induction and shadowing opportunity is provided. Spot checks are carried out to ensure staff are following procedures. 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. Care workers informed that supervision and update training is unpaid. Training and supervision are not factored into the rotas. We discussed this with the manager, who will raise this with senior management.

Currently the service is operating without a responsible individual (RI). There are governance arrangements in place that inform the organisations senior management team of issues that occur. We viewed a sample of internal audits. Internal monitoring of accidents, incidents and complaints identifies that the service responds in a timely manner. The manager has access to and is supported by Directory of Community Care, who visits on a regular basis. We saw completed three monthly visits and six-monthly quality of care reviews. This was one report that covered all operational footprints. We discussed that a monitoring report and quality of care report for each geographical area is required. This is an area for improvement and will be followed up at the next inspection.

### 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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80	Full and robust quality assurance monitoring is not being reported for each operational footprint. The six-monthly Quality of Care report completed covers all four operational footprints.	New
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