



Inspection Report on

Leison Care Services

**Unit 3
Hedel Road
Off Sanatorium Road
Cardiff
CF11 8DJ**

Date Inspection Completed

24/01/2024

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About Leison Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	Leison Care Services LTD
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17 November 22
Does this service promote Welsh language and culture?	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

People and their representatives are positive about the person-centred care and support they receive to allow them to live in their own homes. Personalised care is delivered in a dignified way. People are fully involved in decisions about their care and support. Care calls are delivered on time and are scheduled to support peoples' personal routines.

Care workers make a difference to people's lives and family situation. Continuity of care is very good, meaning people and care workers build valuable relationships. Care workers know people well and deliver appropriate safe care. People tell us that the service is '*reliable,*' and '*professional*'.

The management team and Responsible Individual (RI) take an active role in ensuring service delivery is of a high standard. Since the last inspection the provider has made continued positive progress in multiple areas. There are thorough governance and quality assurance procedures in place.

Well-being

People have choice and control over their day-to-day lives, and how their care is delivered. The service works closely with people and their representatives to provide the right care to people. The staff team take time to get to know people and build valuable relationships together. For those who need flexibility in their care and support, the service is adaptable in the ways they work with them. People are happy with the service, like their care workers and appreciate the good communication systems in place.

People receive effective person centered support. Senior staff meet with people to discuss their care needs before starting the service. Outcome-focused support plans are developed with people and their families which are reviewed frequently. Care documentation considers people's needs and wishes and contain suitable information. Care workers follow electronic support plans to inform them of the tasks people would like them to complete.

People are protected, as far as possible, from abuse and neglect, as policy and procedures promote safe working practices. Arrangements are in place to make sure safeguarding concerns and complaints can be raised. Staff recruitment and vetting ensure care workers are safe and fit to work with vulnerable people. Care workers receive training on safeguarding and other topics suitable for their role. The service provides care and support to people to safely manage positive risk taking, and people's rights and choices are respected.

Leison Care Services provides social calls and a sitting service in addition to domiciliary care calls. The service takes measures to support the well-being of people and protect the people that matter to them, such as their immediate family. Relatives of people receiving the service tell us how they are supported in addition to their loved one.

Care and Support

People receive the support they need to maintain their health and well-being. Support plans contain person-centred information and guidance for care workers to follow. The level of detail is good, includes people's daily routines and focuses on what people can do for themselves, as well as how to support them. Support plans are reviewed regularly with people and their representatives or updated when a change occurs. Care workers complete care records and monitor people's health and well-being each call.

People's well-being is promoted by receiving support in a caring and dignified way. Care workers are dedicated, caring and responsive to meeting people's care and support needs. People describe friendly relationships with their care workers. The good continuity of care worker enables them to identify changes in people's health and care needs. When people are experiencing a decline in their health, care workers appropriately inform family representatives and office staff. Timely referrals are made to health care professionals to help people remain as healthy as possible. Care workers support people with their medication, which helps to maintain their health. Medication records are completed accurately.

The provider ensures people have the right care and support. Care calls are received as scheduled, with care workers remaining for the allocated call time. Rotas show calls are provided as planned. People told us the service is reliable, carers turn up on time and people are notified if calls are to be later than scheduled. Calls are well planned and allow care workers sufficient travel time in between calls.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Care workers recognise their personal responsibilities in keeping people safe. They are aware of safeguarding procedures and are confident to use it if the need arises. There are infection control measures in place to help keep people safe from the transmission of potential sources of infection. Care workers have access to a supply of personal protective equipment (PPE) and receive relevant infection control training to help prevent the spread of infection. People and relatives confirmed there are good hygiene practices in place.

Leadership and Management

People are provided with information about the service. The Statement of Purpose (SOP) and service user guide sets out the vision for the service. The service is run smoothly with systems in place to ensure care is delivered as agreed, and in line with the SOP. People and their relatives are complimentary about the care and support, and the overall service they receive.

People's well-being is enhanced because the service is committed to developing a culture where the best possible outcomes are achieved for the people they support. The RI and manager are both visible and accessible, to both people who use the service and staff. There is an organisation structure with clear lines of accountability. There are good processes and procedures in place for support planning, risk planning, monitoring, and reviewing. An electronic call monitoring (ECM) system is used to monitor care workers arriving and leaving calls. Internal audits are completed. The service has policies and procedures in place for the smooth running of the service.

People are consulted regularly on what their views are of the service. The RI demonstrates that they consider the quality of the service and undertake their duties with due diligence. They meet with people, relatives, and staff to gather feedback on the service provided. The quality of care is reviewed on a six-monthly basis and a report is produced. People are confident the provider would be quick to respond to any issues they may have. Incidents and accidents are logged, and appropriate actions taken to minimise risk.

People receive a service where care workers are suitably recruited, supported, and trained. Appropriate pre-employment checks ensure employees are fit to work with vulnerable adults. Care workers are registered with Social Care Wales, the workforce regulator. New staff receive a thorough induction, and work with experienced support workers before they work independently. Care workers receive regular supervision, spot checks and annual appraisals. Consistent ongoing mandatory and person specific training supports staff to meet people's needs. People told us that care workers are skilled and experienced in care delivery.

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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N/A	No non-compliance of this type was identified at this inspection	N/A
8	Systems in place for monitoring, reviewing and improving the quality of care and support provided require strengthening to fully met compliance.	Achieved
34	The service provider must ensure that all staff employment checks are adequate, and arrangements are made for the support and development of staff.	Achieved
42	The service provider does not offer domiciliary care workers the choice of contractual employment where the conditions are met.	Achieved
59	The service provider must ensure that records relating to individuals are complete, accurate and up to date.	Achieved
67	The service provider had not ensured the service manager is registered with Social Care Wales as a registered domiciliary care manager.	Achieved

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