



Inspection Report on

Mighty Health Care Limited

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Cardiff
CF5 1JH**

Date Inspection Completed

09 and 14 March 2023

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About Mighty Health Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Mighty Health Care Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of Welsh language and culture.

Summary

Mighty Healthcare provides care and support to people in their own homes in the North of Cardiff. Care is provided by a trained and competent workforce. People like their care and support workers, describing them as "*brilliant.*" People are part of the consultation process about their care and help to set goals that are reviewed regularly. Care is delivered in accordance with the personal plans and documentation around this is very good. People mostly receive their care in a timely manner and understand care workers occasionally run late due to traffic and parking issues.

The service provider has governance systems in place, identifying what the service does well, but also understanding how it can develop and improve. The responsible individual (RI) sometimes forms part of the care team so knows people and staff well and has an excellent understanding of the service. Care workers are recruited safely. A dedicated, effective manager ensures the services is run smoothly. Systems are in place to ensure all regulatory requirements are identified and met. The provider is introducing an electronic care system to enhance the running of the service.

Well-being

People's voices are heard and listened to. The service actively seeks information about the wishes and aspirations of people, developing personal plans of care around these, so that people are at the centre of the service provided. Care reviews take place informally every day, but more formally every three months. The RI consults with people through surveys, and visits them to gain their views. When people find decision making difficult, they have representatives to support them with bigger decisions, while care workers help people to make day to day decisions.

The culture within the service supports dignified care with respect shown by everyone. People are treated with kindness, offering dignity in care to people who wish to stay in their own homes. There are good lines of communication, with directors and a manager forming part of the team who monitor the delivery of the service. One person's relative told us "*I can't fault the care worker, she looks after my mother as I would,*" and people using the service told us how "*lovely,*" the care workers are. Some family members told us how they had peace of mind as the service is so reliable.

People are kept safe. A suitably skilled and qualified staff team are fit to work with vulnerable adults in the community. Ongoing competency checks ensures staff are capable to carry out care, including the administration of medication. Care workers understand how to protect people from harm due to their training and information available to them, this includes safeguarding people from abuse. People have the right information to support decision making or reporting of concerns. People we consulted told us they had no concerns and described the service as, "*Excellent.*"

People have the right care to support their health and well-being. People's care is delivered in accordance with their personal plan, at the agreed times. Care is taken to record the support given and report any concerns so that action is taken to involve health professionals if required. People who live with poor mental health are effectively supported, with the provider demonstrating ongoing care provision where other services have not been successful.

Care and Support

The provider considers a wide range of views and information before personal plans are written and support is provided. People are part of meetings before the service starts. Information from this meeting, including people's likes and dislikes is captured. A local authority personal plan is also considered. There is a focus on what the person would like to achieve, and goals are set around this. Visiting times are agreed and there are no instances of missed calls. Personal plans are detailed and available both in the person's own home and at the office. The provider is introducing an electronic system and is considering how paper copies of the plans can be made available to people who wish this. This system will also support better monitoring of visit time and duration.

Detailed personal plans support delivery of care. Each personal plan is well organised and individualised, with care taken to record important things that make a big difference to people. People with complex care needs, including some memory loss and confusion, have clear plans so that care workers know the person and how best to help them. Where necessary, people have specialist support plans around behaviours so that a consistent approach can be taken by care workers when supporting a person who displays anxieties. Social and medical histories are recorded, and where appropriate, an 'end of life' plan is in place. Risk assessments are in place to consider the person's ability to manage some tasks themselves, such as medication administration. Risk assessments around the working environment are also in place.

People achieve their individual identified outcomes. Daily records keep a written log of tasks completed and support given, including for example, visits into the community and help with personal care. There is some evidence of the person's comments on these, such as how they are feeling following an activity, but this is not consistently recorded. For some people who require this, detailed documents are kept, such as eating and drinking records. We observed a care worker encouraging someone who was reluctant to eat. They successfully supported the person to eat a good meal with a kind, patient approach, demonstrating they knew the person well and understood their individual needs. When required, people are helped to access health professionals such as the doctor. People's care is continually under review, and care workers communicate any concerns to the office to follow up and make changes to plans. More formal personal plan reviews are routinely completed and in-depth reviews with the person or their families show if the goals set have been achieved, or if these need to continue. When people identify new goals to promote their well-being, the service helps them to understand the steps they can take to achieve this.

Leadership and Management

Governance arrangements are in place. The RI undertakes their duties with due diligence, visiting the service and people who use it. They produce detailed reports around their findings, show good analysis of information and how the service could improve. Current investment in technology will support quicker auditing methods, but audits are carried out to ensure the service is being run smoothly. Policies and a 'Statement of Purpose' are of a high standard and give clear information, including the 'Welsh Active Offer,' to help people understand what to expect from the service. A 'Service User Guide' is detailed and available in different formats, including an 'easy read' version.

The service is run smoothly. There is a registered manager who has responsibility for the day to day running of the service. They are experienced, knowledgeable and demonstrate that people and their desired outcomes are at the heart of the service. Systems are in place to deliver quality care and ensure this is effectively monitored. Though there are difficulties recruiting and retaining staff throughout the social sector, and the service relies heavily upon part time care workers, the manager ensures staff availability, and pays particular attention to matching the right care worker with the right person. Monitoring and auditing tools are used effectively so that everything is up to date. Electronic systems being introduced will support quicker access to information around visiting times and duration care workers are present in a person's home. The physical offices support the safe storage of all documentation, and space for staff to talk to managers in private.

Staff are recruited safely and supported to learn and develop. Robust pre-employment checks are carried out, and personnel files contain all relevant information. As a small service, some of the directors of the company provide care in the community. One employment file for one of the directors was not available on the day of inspection, but this was subsequently provided. Care workers receive an induction to the service and competencies are tested. They are suitably trained to support people, including 'medication administration' and 'moving and handling'. Care workers also receive training around the safeguarding of vulnerable adults and know how to raise concerns. One care worker we consulted told us, "*Mighty Healthcare is an excellent company to work for with excellent learning and development opportunities, where self-development and growth is encouraged,*" and others told us similar things. All staff have appropriate supervision and appraisal meetings with their line manager. Staff are encouraged to register with Social Care Wales, the workforce regulator.

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
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Date Published 12/04/2023