



Inspection Report on

Focus Care and Cleaning Ltd

**Focus Care and Cleaning Ltd
2 Alexandra Gate
Ffordd Pengam
Cardiff
CF24 2SA**

Date Inspection Completed

24 March 2023

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About Focus Care and Cleaning Ltd

Type of care provided.	Domiciliary Support Service
Registered Provider	Focus Care and Cleaning Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert] This was the services' first inspection since registering as a domiciliary Care service in December 2021.
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

People are happy with the service they receive and speak fondly of the care staff who support them. They are supported to maintain their independence and achieve their personal outcomes.

People feel they receive a quality service from staff who are kind, caring and professional. Detailed personal plans and daily records are person centred and support people's well-being.

Care staff are happy working at Focus Care and have good terms and conditions such as contractual hours. Robust recruitment processes are in place, which ensure staff are suitable and competent.

The Responsible Individual (RI) is actively involved in the day-to day running of the service, delivers care and trains new staff. This enables her to have excellent direct oversight and the ability to monitor the quality of care first hand. The recording of quality monitoring visits requires improvement. The service would benefit from an electronic call monitoring system to ensure oversight of calls is maintained, as the service expands.

Well-being

Systems are in place to ensure people's voice is heard. People can talk openly with consistent care staff they know well and can speak directly to the RI, who also regularly attends care calls. We saw feedback surveys are provided for people and their relatives. Reviews of people's personal plans have been scheduled to occur in a timely manner. People's outcomes are clearly identified. People told us of the positive change the service has made to enhance their quality of life. The RI takes the time to speak with people to gain their views about the service to maintain oversight.

Care is delivered with respect and kindness by staff who understand the needs of the person they care for. Care staff continuity is good and enables people to have their care delivered in their preferred way. Staff feel well supported and competent to undertake their roles. People told us staff were kind and understood their needs.

People have ways to raise a concern with the service if required. We saw regular feedback is listened to and appropriate action taken. There are systems and records in place to maintain oversight of people's safety. Management logs any compliments, complaints, and concerns. People have individual risk assessments where measures are identified to limit their level of risk. People and care staff have access to a service user guide and policies and procedures, which explain how to raise a concern. Staff understand safeguarding processes. Whilst logs of any incidents are maintained, they require more detail such as any outcomes and follow up actions. The RI advised they would put this in place.

People told us that the service has enabled them to be more independent and helped them gain confidence. Relatives told us that care staff have good levels of knowledge and understanding and knew their loved ones well. Health professionals are involved in people's care when required to ensure their physical and mental well-being is maintained. Care staff maintain good daily records, monitoring people's physical and emotional health.

Care and Support

People receiving care and support are complimentary about the service. Feedback we received included *“they are absolutely fantastic; communication is excellent you know that any issues will be resolved promptly.”* And *“carers are always on time and deliver care perfectly, “since my mum has had care from Focus you can see the difference in her overall mood, she is so much more settled.”*

Consistency of staff and familiarity for people is excellent with people seeing the same workers on a regular basis. Care workers, and the duty rotas, confirm this, with care workers saying they have regular routes which means they can get to know people and what is important to them. People’s health needs are appropriately met. Care workers can recognise any changes to people’s needs and action is taken by referring people to the required services.

People’s needs are assessed prior to commencement of a service. Personal plans are detailed, person-centred, with any risks identified and addressed via care planning. Clear outcomes and tasks are identified for care staff to understand what support is required. People’s strengths are identified, and care is built around their abilities. Reviews have been planned to take place within a timely manner and identify any changes to people’s needs. Care records are at people’s home and daily records are comprehensive.

There is currently no electronic system in use that allows the provider to monitor people’s call times and duration of these, neither can they identify if there are any missed or late calls. However, calls are currently monitored safely as communication is excellent between service users, staff, and the office. As the service grows, the provider has planned to purchase an electronic system to support with audit and monitoring. One person told us *“Communication from the service is excellent, if I ever raise an issue its resolved and I am informed of the outcome.”*

People are protected from abuse and neglect. We examined people’s call records which show that people receive a consistent call time, so they know when staff will be arriving. Staff have enough time to deliver care as required and are not rushed in their calls. There are detailed risk assessments in place to keep people safe and as independent as possible. There are recruitment checks in place to ensure care workers are safe to support vulnerable people. There is a record maintained of any safeguarding incidents, but further analysis will enable management to identify any patterns and trends and preventative steps that could be taken. There is a safeguarding policy in place, which requires review.

Leadership and Management

The Responsible Individual (RI) is also the manager, supported by senior care workers and an administrator. A supervisor has also been appointed to support the growth of the new service. Management conduct supervisions and observations with care staff to ensure they are competent in their role.

There is effective oversight and management of the service. The Responsible Individual (RI) participates in the direct care and day to day running of the service, and has systems in place to monitor the quality, safety, and effectiveness of care. They are visible in the service and maintain excellent oversight. The recording of quality monitoring visits requires improving. The RI has begun to gather service user feedback which was positive. We advised the RI that they need to formalise the quality-of-care audits by keeping a record of at minimum three monthly visits to the service where performance is measured in line with regulatory requirements. There was a quality-of-care review provided but this also requires some changes to meet regulatory requirements.

People have access to information about the service in the 'Statement of Purpose' which is kept up to date. The 'service user guide' is reflective of what can be expected from the service. People have service agreements in place that outline the contractual arrangements between the service and them. Complaints are taken seriously and dealt with correctly, but further analysis will enable the managers to identify any patterns and trends and preventative steps that could be taken. People using the service and staff have confidence that any complaints or issues will be responded to promptly.

People receive care and support from staff that understand their needs. There are safe recruitment arrangements in place to ensure staff are appropriately checked prior to commencing their role. Staff receive a full induction and shadowing opportunities with management before working on their own. Staff receive refresher training at regular intervals to ensure they are kept up to date with current guidance and understand the needs of people they support. Records show that staff receive regular supervision sessions which provides good opportunity for staff to seek support and guidance as well as identifying areas for professional development. Staff are supported to gain professional qualifications in care and are registered with the professional body, Social Care Wales.

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 05/05/2023