



Inspection Report on

Relax Care Services

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Wellington House
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Cardiff
CF11 9BE**

Date Inspection Completed

27/02/2023

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About Relax Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	Relax Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language but demonstrate some effort to promoting the use of the Welsh language and culture.

Summary

Relax Care Limited provides care and support to people in their own homes in the Cardiff area. A consistent team of dedicated care workers know people well and work with them to deliver care, and where possible, improve their health and opportunities. Care and support visits are delivered on time. People are happy with the service, like their care workers and appreciate the good communication systems in place, especially with the manager. People tell us that the service is '*reliable*,' '*consistent*' and gives them '*peace of mind*'.

Reliable recruitment processes are followed. Continuity of care workers is very good people seeing the same workers on a regular basis. Service delivery plans give suitable information and records show the level of care delivered. All staff undertake training suitable for their role. Care workers are effectively led and supported. One care worker told us '*As a team we ensure our clients are given high quality care. I would highly recommend this company to anyone with a passion for care.*'

The organisation is in its infancy. The service is run smoothly with good systems and communication being at the core. There is a responsible individual (RI) who has oversight of the service, and a manager who is responsible for the day to day running of the service. The RI demonstrates that they consider the quality of the service and undertake their duties with due diligence. The provider has policies, procedures and other documents in place that are reviewed regularly.

Well-being

People's well-being is enhanced because the service is managed and led by a manager who knows the team of staff, and those being supported, well. The atmosphere is relaxed, calm and supportive. The manager monitors the visit times giving assurances that people have their visits when they are needed. Communication is good, with many people using the service telling us there is *'Excellent management.'* Comments from staff include *'The name says it all 'Relax Care' as this is how I feel working for this company. It's a pleasure to come to work.'* *'I have a wonderful work life balance which I am really enjoying.'* People are happy with the care they receive and speak positively about the staff who provide their care.

People are treated with dignity and respect and staff are willing to go the extra mile to support them. Care workers know the importance of helping people maintain the highest level of independence possible. People's preferences are documented, and where possible, the service accommodates these. The provider ensures people have the right care and support. Systems are in place, so the same care workers attend to people in their own homes, ensuring continuity and fostering good relationships. This helps staff to identify changes in people's needs and assist them to make contact with the right professionals for support. One person told us *'The carers are lovely. All are very friendly and helpful. We do nothing but laugh.'*

People are safe and protected from harm. Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Induction and ongoing training is in line with the needs of people who use the service and ensures their individual circumstances are considered. 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 manager would take any concerns seriously to make sure people are properly safeguarded. People know how to raise concerns if needed and have full confidence these would be suitably addressed.

Care and Support

Care staff work in the community, supporting people in their own homes. People receive an assessment of their needs prior to the service commencing and agree what tasks they would like assistance with and at what time. Personal plans are developed and are in place to guide staff how best to support the individual. They also carry out a risk assessment to consider how the service can be delivered safely. People are provided with information about the service and details of how they can complain if they are not happy. People we spoke with told us that they are pleased with the service they receive. Care workers understand the needs of the people they care for and have built good working relationships with them, one person told us *'The carers are good as gold, they get me anything I want, and we have good banter.'*

People receive support from a consistent team of care workers who follow the service's policies and procedures. The care workers are commended by the RI, management, and representatives of people, for their dedication and care. A family member told us *'The carers are lovely. All are very helpful and friendly, and their interactions are kind and caring.'* The provider has personalised, accurate and up-to-date plans for how it delivers support to individuals. We saw that personal plans are updated to reflect a change in care needs. Three monthly reviews are conducted, but these reviews focus on the quality of care provided, as a result of misinterpreting regulatory requirements. A section asks if the personal plan is current, however people's care documentation is not directly being reviewed in their entirety on a three-monthly basis. We are confident that this matter will be addressed moving forward.

People receive the right care at the right time. Care workers confirm they have enough travel time between care calls and have sufficient time to complete care. Records of care show people are receiving the right care at the right time. One care worker commented *'They don't cut corners, they provide a proper standard of care.'* Another care worker commented *'This company has amazing clients which makes working enjoyable.'*

Leadership and Management

The provider has arrangements in place to oversee the operation of the service and consider the quality of care delivered. Policies are in place, including safeguarding of vulnerable adults and medication. These are comprehensive and reviewed regularly. Quality of care surveys take place and the RI consults with people who use the service, and staff, with results produced in required reports. The RI is aware that these could be developed further to better evidence discussions held. Information about the service is available in a Statement of Purpose (SOP) and service user guide. The service is run smoothly with systems to ensure care is delivered as agreed, and in line with the SOP, with regular audits highlighting any issues that may need addressing. There are clear lines of communication between everyone in the service, including people who use it, and we are told by one family member that communication is *'Exceptional.'*

Robust recruitment and staff development systems are in place. Personnel files contain all documentation required. Terms and conditions of employment are provided to care workers, and staff are happy with current contractual arrangements.

Staff welfare is vital to the services ethos. There is a bike to work scheme; care giver of the month; bonuses for long term service; and a refer a friend scheme. The organisation is working towards gaining a certification as 'Great place to work in the UK' accreditation and have supported two team members to become drivers.

Care workers receive training for their role and have access to additional training to support their development. Care workers told us, *'I have excellent opportunities to learn and develop.'* Another care worker told us *'There is constant training to improve skills and learning opportunities on the job to improve the service provided'*. Further comments from care workers include *'Proper on the job coaching and good feedback process'* and *'excellent training programs.'* Records of regular staff supervision meetings, spot checks and annual appraisals are available.

A high percentage of care workers gave us feedback about the service, with overwhelmingly positive comments including, *'Relax Care is one of the best companies that I have worked for, with amazing managers that support you with everything and allow great flexibility, 'They support you in all aspects of the job.'*, *'they have the clients best interest at heart and always responsive listening ear.'* and *'Relax Care is a very good company to work with. I have never regretted working with the company. They have excellent and approachable managers who are always ready to listen to you anytime. They have a good welfare package, and they support personal development.'*

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 22/03/2023