



Inspection Report on

Care Crew Dom Care

**36 Charles Street
Newport
NP20 1JT**

Date Inspection Completed

18/07/2023

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About Care Crew Dom Care

Type of care provided	Domiciliary Support Service
Registered Provider	Care Crew Limited
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	7 March 2023
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

This was a full inspection to test the providers progress against priority action notices issued at previous inspection. An application for a proposed Responsible Individual (RI) to oversee the running of the service, has now been submitted, however this has not yet been accepted by the Regulator. The service has appointed a new manager who has begun to implement systems to ensure there is adequate governance and oversight for the service, however these have not yet been fully embedded.

The quality of care and support remains varied. There has been significant improvement in the quality of some personal plans, however not all have been updated or developed with people at the time of inspection. The delivery of care and support for some people continues to be impacted by communication barriers, which place people's health and wellbeing at risk.

We reviewed several areas for improvement highlighted at previous inspections. There has been some progress for the service in this regard, and two of the previously highlighted areas for improvement have been achieved, however some remain.

Well-being

Most people are happy with the service they receive and speak highly about their care workers. However, some people are concerned for their health, safety, and wellbeing as a result of the care and support delivered, and do not feel this is delivered with sufficient competence and skill. There continue to be difficulties in communication between some care workers and people which is impacting on people's wellbeing and preventing care workers from providing care and support in line with people's personal plans. Since the last inspection progress has been made in involving people in the development of their personal plans, and in identifying well-being outcomes. Some people speak highly about this process, however, there remains inconsistencies in procedure which are impacting some people to a greater extent than others.

Some people speak positively about their choice of call times and are satisfied with their service. However, not all people are able to choose their call time due to availability within the service. In some instances, this places people's safety, and dignity at risk. People told us that care workers are kind, polite, and respectful, and want to do a good job. Care workers speak positively about their roles and the service. The service has a clear system for planning travel and call times to support staff to arrive safely and on time. People speak positively about staff punctuality.

The proposed RI has begun to undertake quality monitoring processes by gaining feedback from people. Most feedback from people about the service is positive with no concerns raised. However, there are some gaps in the process which means that not all people have the opportunity to respond or raise concerns. The service has an updated safeguarding policy to protect people from harm and abuse. Some procedures and practices have the potential to place people at risk of harm. The service provider has assured they will take action to address issues. The service has appointed a new manager who has begun to develop and implement systems to support improved delivery of care and support for people, as well as support to staff. People and staff speak positively about the impact of the manager in beginning to address issues previously highlighted, however the systems developed have not yet embedded in practice.

Care and Support

People speak highly about care workers; people told us care workers are friendly, dependable, and punctual. People are happy with the continuity of their care workers and speak positively about the regular teams. However, some people are unable to be supported in line with their preferences and needs, and in some instances this places people at risk of harm. The quality of care and support for people is variable. Some people describe their care as “*Excellent*,” however, some people are concerned about the standard of care and support they receive because of communication barriers. People told us they experience difficulties communicating their wants and needs with some care workers for whom English is not a first language, and that this places their safety, health, and wellbeing at risk. This was identified at previous inspections and there has been little progress which is impacting on the quality of rapport and delivery of care for some people.

The service has made progress in updating and reviewing people’s personal plans in line with the Regulations, and we saw evidence that field supervisors work with people to gather information for personal plans and to set wellbeing outcomes. However, not all personal plans have been updated, and at times the personal plans lack sufficient detail and contain misinformation which could place people at risk of harm. The service needs time to demonstrate sustained reviewing and updating processes to support people to achieve their personal wellbeing outcomes. This is an area for improvement and we expect the provider to take action. There is now an auditing system in place for medication management to ensure that issues are addressed in a timely manner, however this has not yet been implemented.

Not all people can be assured that they receive care and support in line with their preferences and needs, or to a high standard. Whilst we recognise some positive improvements, the service provider has not made enough progress since last inspection to safeguard all people. This is placing people’s health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

Leadership and Management

Since the last inspection there have been changes to the management of the service. There is an application submitted with Care inspectorate Wales (CIW) for a proposed responsible individual (RI). There is also a new manager in post, who is updating policies and procedures to ensure that there are adequate governance arrangements in place to support the smooth running of the service. More time is needed for the management to demonstrate sustained improvements for oversight and governance, and implementation of their new auditing systems. Care workers told us that the changes being made have positively impacted the service delivery and increased their wellbeing at work. There are enough staff on duty to support people. Care workers have enough time to manage their calls, and that the rota is planned to support with travel time. Where any issues arise because of traffic, care workers told us that the office supports with communication to people, or re-allocating calls to make sure people receive their calls on time.

Care workers are suitably trained to carry out their duties. Care workers receive induction training in line with the work force regulators and speak positively about their opportunities for learning and development. However, ongoing difficulties with language mean that not all staff are suitably competent or confident in carrying out their duties outside of set routines. Since the last inspection, the management have updated their process for training and supervising care workers. Care workers speak highly about the support they receive from their line managers and feel confident that any concerns are addressed. We saw evidence that concerns and complaints raised at supervision are addressed in practice, with updates to procedures, assessments, and team meeting minutes. Whilst care workers feel supported, the management will need time to embed their process and ensure that all supervisions take place in line with regulatory requirements. The service has begun to address systems to support oversight and governance to ensure that care and support is delivered consistently and to meet people's needs. These are not yet sustained, and whilst we recognise some positive improvements, the service provider has not made sufficient progress since last inspection. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

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
21	People do not receive care and support as outlined in their care plans.	Not Achieved
66	There is little oversight of the management of the service by the responsible individual to ensure the ongoing safety and well-being of people using the service.	Not Achieved

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
N/A	No non-compliance of this type was identified at this inspection	N/A
15	Personal plans do not contain sufficient detail to inform care workers how to support people using the service.	Not Achieved
16	Reviews of personal plans are not consistently undertaken every three months in line with regulations.	Not Achieved
36	The service provider does not provide supervision to care staff in line with their statement of purpose or regulations.	Not Achieved
60	CIW have not been notified of key events which includes: positive Covid-19 cases within the service, changes of manager and changes to the statement of purpose.	Not Achieved
27	The service provider does not have adequate policies in place to ensure the safety and well-being of people using the service.	Achieved
35	The service provider has not ensured all recruitment checks are completed in-line with regulations to ensure care staff are suitable to provide care for people using the service.	Achieved

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