



## Inspection Report on

**Home Address Ltd**

**Gateway Social Club For Mentally Handicapped  
Clive Road  
Fishguard  
SA65 9DA**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

## **Date Inspection Completed**

23/03/2023

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## About Home Address Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Home Address Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the service's first inspection since registering with CIW under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This service provides an 'Active Offer' of the Welsh language and demonstrates a significant effort in promoting the use of the Welsh language and culture.

### Summary

Overall, Home Address Ltd. endeavours to support people as they wish to be supported. The staff team are enthusiastic and want to make a positive difference to people's lives. Care workers focus on each person's needs, to positively impact on their well-being. People and their relatives are enthusiastic about the support they receive and say care workers support them well. Care workers feel well supported by the manager. Good communication channels are evident throughout the service and there are robust systems in place to monitor the quality of care provided.

### Well-being

People and their relatives are very happy with the service they receive from Home Address Ltd. Care records reflect each person's support needs in detail, and care workers are aware of the importance of each person's well-being. They support each person as they wish and people and their relatives told us their care workers are kind, caring, respectful and professional in their approaches.

People and their relatives say they are involved in all decisions taken and say they feel safe with the care workers who support them in their home, mainly because the care workers are familiar to them. This gives each person reassurance that their needs and personal preferences are really understood. People say they know how to make a complaint and are confident senior staff members would listen to them if they did. Each person's privacy and personal information is always kept secure.

The provider offers the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. In fact, most staff members are bi-lingual, and some key documents are available in Welsh if required.

Overall, people and their relatives are happy with the support they receive. Accurate and up-to-date care records describe how care workers are to provide people's support, to achieve their best possible outcomes. The provider considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining information from relatives and external healthcare professionals such as social workers and speech and language therapists, together with all assessments relating to the person. From this, the manager develops care records that describe each person's support arrangements and specific requirements. For example, individual communication preferences or support for specific medical conditions. To remain current, all care records are regularly reviewed, more frequently wherever support needs changed.

The provider has detailed policies and procedures to manage the risk of infection. Measures are in place to ensure people are kept safe from infection as far as possible. This includes the monitoring of all visitors and the appropriate use of personal protective equipment by all care workers. People and relatives confirmed there are good hygiene practices throughout the service.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

## **Leadership and Management**

Overall, the service is committed to developing a culture which endeavours to ensure the best possible outcomes are achieved for people. Straightforward checking systems monitor

each person's well-being and the quality of support they receive from care workers. People and their families may complete surveys to feedback their opinions in the near future: we saw two responses, both of which were extremely positive about the provider.

Conversations we had with people and relatives were complimentary about the care workers who support them, and the manager in the office. The manager and RI identify any actions needed to improve people's well-being in regular monitoring reports.

Three-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded. There is a core of staff who are familiar to people and their relatives and care workers say they are very happy with the support they receive.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' Although individual training records show employees are up to date with their essential training, the manager is considering a new system, where everybody's training can be seen in one place for ease of monitoring and to identify when updates are due. Care workers feel they have all the training they need to support people as they should.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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