



Inspection Report on

DelCare

**35 Stow Park Circle
Newport
NP20 4HF**

Date Inspection Completed

21 and 23 March 2023

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk You must reproduce our material accurately and not use it in a misleading context.

About DelCare

Type of care provided	Domiciliary Support Service
Registered Provider	Lynne Warman
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	The 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

DelCare provides a service to people in their own homes in and around Newport. There is consistency of care and people know who is going to be supporting them in advance. Visit times take place as agreed, and care workers stay for the duration of the call. People look forward to seeing the care workers and feel uplifted after the visits as care staff are describes as “*lovely*.” People appreciate this small, reliable service that helps them to remain as independent as possible.

The provider has systems in place to ensure the smooth running of the service. Policies and procedures are in place along with other key documents. Personal plans need some further information but give sufficient information for care workers to follow. The provider has invested in technology to support all aspects of the running of the service and assist with analysis of information.

Care workers are recruited safely, have induction and relevant training for their role. The provider is arranging more in-depth training to meet the needs of people supported by the service. Staff are supported and encouraged to develop their skills. Staff tell us that they love working for the service as the “*Management cares*.”

The provider is the manager and responsible individual (RI) for the service. They worked for DelCare but took over as the new provider in July 2022. The provider, as RI, carries out their duties with due diligence.

Well-being

People are treated with dignity and respect, and their voices are heard. Care is delivered in a dignified way by care workers who show respect. A passionate provider insists on high standards of care delivery, ensures care workers are suitably trained and monitored. People tell us they have lovely care workers who listen to them. They also compliment the provider/manager on their approach, going above and beyond to provide a service where the little things make a big difference to people, such as spending time having a chat and a cup of tea if all other tasks are complete. People are involved in the planning and review of their care, but some care documents are missing details so that care workers can be aware of all the information available, especially around someone's past medical history.

Information is available and people's personal circumstances are considered. Information about the service is available in a 'statement of purpose' and 'service user guide.' The provider ensures people are supported to understand this, but is considering other formats, for example, to support people who are visually impaired. The provider goes above and beyond to support people to access information that will improve their personal circumstances or well-being. People tell us how the provider and the care team motivate them to improve their health, and always feel better when the care workers have visited as they even make them laugh. People know who is going to support them and have consistent care workers so they get to know each other well.

Care is delivered in a safe and timely manner. Care workers arrive on time and stay for the duration of the visit. When there is an emergency health situation, care workers remain with the person until they can access a health professional. We were told how the service has stepped in at short notice, going above and beyond what they are contracted to do, to ensure a person's safety and well-being. The provider monitors the visiting times and has good communication with people if ever this is likely to be late. The management form part of the care team to ensure all visits are supported. Risk assessments are in place and there are clear, step by step guides for care workers to follow. Personal protective equipment, such as masks and gloves are worn.

Care and Support

Dignified care is delivered by a consistent workforce that know people well. People know which care worker will be visiting them and have schedules in advance if they want this. People tell us the “*Team is extremely professional and helpful,*” and care workers are “*Friendly and reliable.*” People like that the service is small, giving a “*personal touch.*” People we spoke with confirmed that care is delivered in a respectful and dignified way and many commented that the service provides “*Excellent care and support.*” Care is delivered mostly on time, but on the rare occasion when traffic is a problem, the office staff will notify people so they are aware that the care worker will be late, and people understand this.

Personal plans are developed but the detail needs to be improved. Before providing a service, the manager carries out an assessment of the person and the environment. They use this information to write a personal plan and a plan of care is agreed with the person. Personalised information is available within the plan but we found that information provided by social workers, as part of local authority care plans, is not always considered and included. Care plans refer to the tasks to complete, but do not always highlight what the person’s desired goals are. We cannot be confident that care workers will have full information to help them understand what care and support to provide. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

People are involved in their review of care and know how to raise any issues if they need to. Personal plans are reviewed regularly with the individual or their representative. People are able to comment on what is working well and can identify things that would help them be more independent. People told us when they raise small issues, the provider is “*proactive,*” and several people told us how the manager would be “*on to it*” straight away. There is a complaints procedure in place. The service has received no concerns or complaints and everyone we spoke to as part of the inspection were very complimentary, stating “*They go beyond their job description on a regular basis,*” “*They are supportive of the whole family,*” describing the service as “*excellent.*”

Leadership and Management

DelCare is a small service where the provider is the RI and manager. They are passionate about providing a good service, and people tell us that “*she listens,*” and “*insists on high standards of care.*” The RI has good oversight, considering information from audits and surveys to help develop the service. There has been investment in technology to support quicker planning and auditing which the management are reviewing to ensure it is effective. Supporting policies and procedures are suitable and reviewed. The manager is amending the ‘statement of purpose’ to ensure it provides people with information about visiting times and the expectations around this, but generally gives people the information they need to know about the service. This is supported by leaflets and business cards to provide contact details.

Staff are recruited safely. Care workers have checks with the ‘Disclosure and Barring Service’ to ensure they are fit to work with vulnerable people. Other pre-employment checks are carried out but we found one file with just one reference, when two are required. The manager immediately addressed this. Care workers receive supervision from a line manager and appraisals are planned to take place shortly. The management form part of the care team ensuring consistency and preventing use of agency workers. People told us they appreciate this.

Care workers feel supported and contracts of employment are in place. Care workers told us “*It’s a good company to work for*” and they can work “*family friendly hours.*” Though discussions take place around the availability of care workers, more formal discussions to review zero-hour contracts are not recorded. The provider is addressing this. There is good communication between the management and care workers, with care workers encouraged to bring forward suggestions to help the service improve and develop through surveys and meetings.

Induction and training is provided and staff tell us “*learning and development opportunities are excellent.*” Care workers have good shadowing opportunities and practical training is provided by the manager around some tasks. Most training is provided through online learning, but the manager is considering the quality and depth of information provided by this and is arranging more in-depth training around medication for themselves, and further specialist training to suit the needs of the people.

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
------------	---------	--------

15	The provider is not ensuring that there is sufficient information available in the Personal Plan.	New
----	---	-----

Date Published 19/04/2023