



# Inspection Report on

**Rachel Cares**

**Pool Farm  
Bridgend  
CF33 4PT**

## **Date Inspection Completed**

14/02/2023

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## About Rachel Cares

Type of care provided	Domiciliary Support Service
Registered Provider	Rachel Cares LTD
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 and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Rachel Cares LTD provides care and support to people in their own homes. People receive a person-centred service and have care documentation focusing on their personal outcomes and detailing strategies on the best ways of achieving them. There are processes in place to monitor people's health and well-being and risk assessments are produced to manage areas of concern. People and their representatives provided us with consistently positive feedback regarding the service they receive and the care workers who provide their care and support.

There is an established team of care workers who are trained to meet the needs of the people they support. Care workers told us they feel supported in their roles. The management team have good oversight of service delivery and there are robust governance and quality assurance measures in place which helps the service run smoothly. A safe recruitment process ensures care workers possess the right skills and attitude needed for working in the care sector.

## Well-being

People are treated with dignity and respect by a stable team of care workers. The service provides good continuity of care due to its ability to retain staff. Care workers are familiar with people's needs and routines and have developed positive working relationships with them. Feedback from people and their representatives suggests care workers provide care and support in a respectful manner, showing consideration and kindness.

People are treated as individuals. The service recognises each person it supports has a set of needs unique to them and delivers person-centred care and support which meets these needs. Personal plans are outcome focused, clear and concise. Care workers told us care documentation contains the right level of information needed to support people well. People and their representatives are involved in the care planning process and contribute to regular reviews.

There are systems in place helping to protect people from harm and abuse. Care workers are trained to meet the needs of the people they support and have access to a set of policies and procedures that underpin safe practice. Care workers we spoke to are aware of their safeguarding responsibilities and know the process for raising concerns. There are appropriate infection control measures in place and there is a plentiful supply of personal protective equipment available to use. Medication is administered safely and risks to people's health and safety are assessed and managed. People's confidential information is securely stored and can only be accessed by authorised personnel.

## Care and Support

People and their representatives are pleased with the level of care and support provided. People told us they have good relationships with care workers saying they are kind and compassionate. One person told us, *“The carers are lovely, very kind and professional at the same time”*. Another person said, *“I like the carers, we have a laugh. They have been a tremendous help to me”*. We spoke to a number of people’s relatives, all of whom provided positive feedback regarding the service their loved ones receive. One relative commented, *“Communication with them is great. I can call any time and they’re always there. They have never turned us down with any requests. I trust them completely”*.

The service adopts a person-centred approach to care delivery. Personal plans are tailored to people’s individual needs and contain clear instructions setting out the best ways of supporting people to achieve their outcomes. Personal plans are reviewed every three months with people’s input to ensure they are current and contain relevant information. People experience good continuity of care. Staff turnover at the service is low. This means care workers get to know the people they support well, are familiar with their needs and routines and can recognise changes or deterioration and report for further investigation.

Infection prevention and control systems help reduce the risk of cross contamination. There is an infection control policy and care workers receive relevant training around this. Personal protective equipment is readily available and care workers know how and when to use it.

Support is available for people with medication needs. Care workers receive medication training and regular medication audits are conducted in order to identify any discrepancies and act accordingly. We sampled a number of medication recording charts and found they were filled in correctly. This suggests people receive their medication in line with the prescriber’s recommendations.

## **Environment**

This domain is not considered as part of a domiciliary inspection. The agency office is suitable for its intended use with secure storage facilities.

## Leadership and Management

The service operates strong governance and quality assurance measures, helping it to reflect and develop. The responsible individual (RI) is up to date with all their statutory duties. These include visits, where the RI conducts analysis of things such as personal plans, personnel files, complaints, and safeguarding matters. The RI regularly meets with people using the service and staff to gather their feedback to inform improvements. A quality-of-care review is completed on a six-monthly basis. We looked at the latest quality of care report which clearly highlights the services strengths and development opportunities. Other written documentation we viewed included a cross section of the services policies and procedures, the statement of purpose and user guide. All policies and procedures are aligned with current statutory and best practice guidance and are kept under review. The statement of purpose and service user guide accurately describe the services provided and contain all of the regulatory required information, including how to make a complaint and the availability of advocacy services.

Care workers are happy working for the service and feel valued and supported in their roles. Care workers speak highly of the manager and used words like “*very caring*”, and “*marvellous*” to describe them. One care worker said “*She’s the best manager I’ve had. Very supportive and helpful*”. We saw evidence care workers have supervision meetings with the manager where they discuss their practice and other matters such as training opportunities. Records we examined show all care workers are receiving the recommended level of formal support.

There are procedures in place to recruit and train care workers. We viewed a selection of personnel files all of which contained the regulatory required pre-employment checks including references, employment history, and Disclosure and Barring Service (DBS) checks. All new employees must complete an induction where they get the opportunity to shadow experienced members of the team. Care workers said this was useful as it gave them the chance to meet the people they’d be working with. Care workers have access to an ongoing programme of training and development. Records we viewed showed most care workers have completed the services mandatory training modules. Care workers we spoke to say the standard of training was good and it equips them with the skills necessary for delivering good quality care and support.

### 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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**Date Published** 07/03/2023