



Inspection Report on

Mon Care Service

**Isle Of Anglesey County Council
Council Offices
Llangefni
LL77 7TW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

24/09/2024

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About Mon Care Service

Type of care provided	Domiciliary Support Service
Registered Provider	Isle of Anglesey County Council Adults and Children's Services
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	13 February 2023
February 2023	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People speak highly and praise the care and support provided. They are involved in decisions regarding their care, are treated as individuals and with respect. Care workers are guided by up-to-date personal plans, which record in detail the care each person requires and how they should be supported. The right care is consistently provided, which means people are achieving their outcomes. People, and their relatives, get on very well with their care workers. The senior managers, and the Responsible Individual (RI), know each person's situation and are familiar with the support provided. This means people can be confident there is managerial level oversight of the service they receive.

Care workers are employed safely, receive relevant training and are well supported in their roles. They are deployed in sufficient numbers and work well as a team to provide people with a continuity in their care. Some care workers have worked at the service for many years, so they are highly experienced. There are strong leadership arrangements in place, which regularly monitors the effectiveness of the service. The RI regularly visits the service, they are driven to continually develop the service provided and to meet people's needs as they change.

Well-being

People have control over their lives. Efforts are made to ensure people are involved in discussions regarding their care and support. People told us they have choices in relation to their care and they feel listened to. A person told us they wanted to continue to do as much as they can for themselves, for as long as they could, as this was very important to them. They said the care workers are respectful of their wishes, and they provided the correct level of support when they needed their assistance. Care is provided in the way each person wants to be supported. Care workers have access to written information regarding people's needs and they ask people how they'd like to be supported. People describe the care they receive as *"Ardderchog"* (*"Excellent"*).

The right care and support are provided which has a significant impact upon people's well-being. Many people spoken with told us receiving a service meant they can continue to live in their own homes, for as long as they can. They told us: *"Heb nhw swm i mewn cartref"* (*"I'd be in a care home without them"*), *"They make a big difference, I'm able to stay at home"* and *"Couldn't manage without them"*. Relatives told us the care provided means they can continue in their roles as carers, and they praise the standard of care provided. Care workers use the training they've received to provide a high standard of care, and they are supported in their roles by senior staff and a manager. The provider regularly checks people are satisfied with the quality of the service they receive, and ensures their needs are all fully met. Care workers enjoy their work, and they feel supported by the senior staff and manager. The service provider is committed to developing the service provided, by working with other stakeholders, so the service can adapt to meet people's needs as they change.

People are happy. We saw people have positive relationships with the care workers supporting them. They told us the care workers are *"Ffeind iawn"* (*"very kind"*), *"Very friendly"*, *"They're part of the family"* and *"I'm relieved to see them, lovely people"*. A person told us they appreciated the emotional support the care workers had provided during a difficult time in their lives. Relatives told us they trust the care workers and they can rely upon them to care for their loved ones. We saw people who live in supported living settings are encouraged to learn new skills, be as independent as possible and to participate in events within their local communities. People who have temporarily lost some of their independence are supported to regain their previous level of abilities, so they no longer need a service in the long term. People told us they feel safe and feel able to raise any issues they may have. They describe care workers, senior staff and the RI as *"approachable"*.

Care and Support

People's care and support needs are known, and are considered by the manager, before a service is offered. We saw information regarding people's needs, what is important to them, as well as the risks to their health and safety, is initially received from professionals who already know the person. Further detailed information is gathered from the person and their family. This means the manager makes an informed decision if the service can meet the person's needs. People's support needs are regularly reviewed, with the person and their family involved in this process, to ensure the service continues to meet their needs.

Personal plans record each person's specific care needs and how they should be met. Documents show people are asked how they want to be supported and their preferences are recorded. People told us care workers follow the guidance provided in their personal plans and they confirmed the care workers are familiar with their preferences. Care workers told us they read people's personal plans and risk assessments before they work with each person, even when a new package of care is required at short notice. Records show the care and support delivered is in line with people's personal plans. At the previous inspection, we found moving and handling risk assessments did not contain enough detail regarding how the potential harm to people and care workers was to be managed. During this inspection we found action has been taken and improvements have been made.

Systems are in place to protect people from abuse and neglect. A safeguarding policy is available which is aligned with the current national safeguarding guidance. Records show care workers receive safeguarding training. The care workers we spoke with showed a good understanding of their roles and responsibilities in relation to keeping people safe. We saw they are confident in what action they would take if they had any concerns in relation to the well-being of people they are supporting.

People can receive a service in Welsh. The Welsh language is recognised as an important aspect of people's identity and of the local community where the service is provided. Most of the care workers can speak Welsh, which means people can express their views and feelings in their preferred language. People told us they were pleased with this aspect of the service. Care workers who are Welsh learners told us they use the language as much as they can when supporting people who are Welsh first language.

Leadership and Management

Care workers are recruited safely, receive relevant training and are well supported. Records show pre-employment suitability checks are completed before new care workers come to work at the service. Care workers complete an induction and mandatory training when they start working at the service and they work shadow shifts alongside more experienced staff initially. At the previous inspection, we found care workers were overdue some of their mandatory training. During this inspection, we found action has been taken and improvements have been made. Training records show care workers complete relevant training when they start to work at the service, and they also attend regular mandatory refresher training. Care workers told us the training is sufficient to prepare them for their roles and to maintain their knowledge base. Care workers also told us they feel valued and supported by senior staff and management. Some have worked at the service for many years and so they are experienced. We saw one-to-one supervision sessions between care workers and their manager take place regularly. Care workers told us they find these meetings beneficial. The service provider has introduced cars for care workers to use when travelling between their visits, as a way of valuing their staff.

Care workers are available in sufficient numbers to meet the needs and number of people who use the service. People told us they were asked the times they would prefer to have the care workers visit. They confirmed care workers arrived at the time they had requested, unless an unexpected situation meant they would be arriving shortly later. Care workers told us they had enough time to provide the required support at each call, and to travel between each call. People told us the care workers took their time when providing support and they did not feel rushed in any way. Agency staff are used to cover any unexpected shortfall in staffing levels, to ensure people receive a continuity of service.

Arrangements are in place to monitor the quality of the service provided and to develop new ways of working to benefit the people using the service. Records show people, and their relatives, are regularly asked for their feedback regarding their satisfaction with the service they receive. People told us they feel able to raise any issues they may have, they feel listened to, and feel comfortable talking with senior staff and the RI. We saw several examples where the service has been developed and adapted to meet people's changing needs. For example, a team of care workers is available overnight to provide support to people who need this service. The RI told us they, on behalf of the service provider, are currently working with health board representatives to identify new ways of adapting how people are referred to the service. This is with the intention of improving outcomes for people who use the service. New and different ways of recruiting people to work at the service are used, such as employing students who are studying for social care qualifications.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
15	Risk assessments do not contain enough detail about the potential risks to staff and people supported from the use of manual handling equipment when carrying out care tasks and how these risk will be minimised.	Achieved
36	Staff have received initial training during their induction, however several courses have expired.	Achieved

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Date Published 31/10/2024