



Inspection Report on

Harbour Care Services Ltd

**Harbour Care Services Ltd
94 Charles Street
Milford Haven
SA73 2HL**

Date Inspection Completed

21/08/2024

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About Harbour Care Services Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Harbour Care Services Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	02/06/2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service

Summary

People who use Harbour Care receive care and support from a team of experienced staff who know them well. Their voices are heard, and they can make some decisions about the way their care is delivered.

The service is effectively managed by a small team of senior staff who are well regarded by the rest of the team, the people they support and their relatives.

People receive care from a service which is reliable and well organised, and from a team of care workers who are appropriately trained and supervised.

Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers know the action they must take if they suspect a person is at risk. They have had training in safeguarding and are confident the manager would deal with any concerns to make sure people are properly safeguarded. Most care workers have up to date training in safeguarding. People feel safe having care workers in their home.

Staff retention is good, with opportunities for care workers to pursue promotion within the company. Some care workers have, or are currently doing, additional training. Staff morale is also good, with care workers describing the managers as very approachable and helpful, and managers valuing and appreciating the staff. Care workers can raise any ideas or concerns and managers are receptive and responsive.

People receive care from a team of workers who know them well and are respectful of them and their home. Care records are comprehensive, and person centred and help to inform and direct care. Respect and choice are values which are at the heart of the service with care workers knowing how to involve people in their care as far as possible.

Care and Support

Care and support plans are comprehensive and inform and direct care. They set out clearly how support is to be offered and cover a range of areas, including personal care, meal preparation and keeping the home clean. Risk assessments are written which show the physical environment as well as the individual's moving & handling needs have been assessed. Visual checks on equipment are carried out, including hoists, commodes and stair lifts. Daily entries are detailed and informative and show care workers spend time chatting with people as part of their work. Entries are person centred and show people's privacy and dignity needs are met. Care workers know people well. They know what and who is important to them, but a more detailed personal history could be helpful, especially for those people who are living with dementia.

People's physical health needs are met. Care workers know how to recognise and report skin pressure damage, and creams and other medications are administered as prescribed. Because care workers know people, they know when they are unwell or their needs are changing. Relatives are kept informed and work collaboratively with the team to make sure people get any medical attention as needed.

The relationships people have with the service is very good, with care workers speaking very fondly about the people they care for, with one saying, *"it doesn't feel like work"*. People speak positively about the staff, saying *"they are very good"*. Feedback from relatives is equally positive, with one describing saying, *"the majority are absolute gems"* and another described the service as *"outstanding"* and said the staff are *"brilliant"*.

People have a voice and can make some decisions about the care and support they receive. The reports written by the RI and manager reflect people's right to make choices and the responsibilities of the service to respect and value people's individuality. Care workers are flexible in their approach. Where possible, the service will accommodate changes to the rotas to meet people's needs and care workers introduce themselves and ask permission before carrying out any duties. They are respectful of people's home, making sure they clear up after themselves and leave the property clean and tidy.

The service is reliable. If a care worker is delayed, the office staff let the individual know, and in some instances, managers carry out calls as necessary. No visits have been missed, and if two carers have been assessed as being needed, then two always attend. Adequate travel time is built into the rotas and care workers are not rushed, having the time they need to complete their duties, with often some time to sit and chat.

Leadership and Management

There are some effective processes in place to monitor quality. Both the responsible individual (RI) and manager are very visible within the service and both care workers and team leaders find them responsive, helpful and approachable. Relatives are also very complimentary about the leadership of the service. Any concerns raised are addressed satisfactorily. Regulatory requirements are met, and the reports written by both the manager and RI show quality is monitored, although the RI reports do not demonstrate the views of people are sought each time.

Care workers are appointed following a safe recruitment process. Staff files are well organised and easy to navigate but do contain some old and out of date information. They contain the information which is required including an employment history and references. Records of security and safety checks (DBS) are stored electronically.

There is a good focus on staff training with care workers feeling they have the training they need to safely and effectively carry out their duties. Training is completed both online and face to face, and in a range of areas including medication, first aid and end of life care. There are some gaps in the training matrix which means not all care workers are completely up to date with their training. People and their relatives say care workers are skilled.

Care workers are supervised, where they can talk about aspects of their work; their professional development and any other issues that may impact on their work. They get feedback which helps them develop skills and spot checks are carried out where a range of areas of practice are considered, including how the care worker presents themselves and how they engage with individuals.

The provider has invested in the physical environment, and as a result, information is stored securely, and care workers have a pleasant place to meet with managers. Office staff have a clean, well equipped and safe environment to work in. Visitors are welcomed and during the inspection a relative spent time chatting with staff. There is a nicely decorated reception area as well as rooms for care workers to meet with managers and team leaders in private. This shows the provider values their staff and the people they support.

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	
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