



Inspection Report on

Tereen Ltd

37-38

**Quinton Hazell Enterprise Parc
Glan-y-wern Road
Colwyn Bay
LL28 5BS**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

31/07/2024

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About Tereen Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Tereen Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	17 March 2022
Does this service promote Welsh language and culture?	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

Summary

People and care staff's well-being is pivotal to the planning and provision of care. There is an established staff team who know people and their care needs well. Staffing and recruitment are thriving which means staffing levels have picked up significantly since the last inspection. The provider continues to be passionate about the service they provide and their approach to the oversight of the care provided is organised, methodical, and bilingual, which means people are receiving a very good service.

Well-being

People have control over their day to day lives. People told us they are involved in the planning of the care they receive on a regular basis; they told us, they see the same carers at the allocated times most of the time. People receive, where possible, an enhanced experience, because their cultural and Welsh language needs are catered for; a service in Welsh and English is offered according to individual needs and preferences. Care staff told us they look after the same people at the same times, within their homes. Records evidence people are involved in the planning of their care. Management ensures there is consistency, and that care staff follow the detailed personal plans.

People are as healthy and active as they can be. People are encouraged and prompted by care staff to be as independent as they possibly can be. Care staff aim to enable people to carry out their daily routines. They assist people to link and be in contact with family, friends and health professionals. Management promote and ensure there is effective and ongoing communication between people, their family, friends and health professionals. People are assisted to attend health appointments or outings with family and friends.

People are safeguarded from the risk of harm. We found various risk assessments are recorded within care records and these are planned when the care begins. We found regular reviews of risk assessments take place. Care staff are familiar with risk assessments of the care they provide and people's environment, where the care is provided. Care staff are trained and supported and know what to do if they become concerned about someone. Management is approachable and supportive, and they monitor risks, incidents and the care provided.

Care and Support

People's personal plans are accurate, up to date and contain information and guidance as to how the care people receive is to be provided. Care records are planned with people, their relatives and relevant professionals. The personal plans we viewed detail people's routines, care needs, and choices. The care provided aims to maintain people's independence within their own home. One person told us "*They do try to give me a very good service. They put themselves out.*" Care records are electronic and can be accessed, altered and monitored at any time by care staff and management. Care reviews take place within timeframes or when care needs change. Care staff are informed of any changes to personal plans as part of the review process. We saw personal plans reflect people's individual outcomes.

People are provided with the quality of care and support they need through a service designed in consultation with the individual and which considers their personal wishes, aspirations and outcomes of any risks and specialist needs which inform their needs for care and support. People are cared for by staff who can meet their Welsh language needs and choices. Assessments establish people's language preferences, and tailor the care to the language choice of the individual. The people we spoke with told us they were involved in the planning of their care. We evidenced people's signatures within the care records we viewed. We saw appropriate risk assessments are in place to ensure people's safety. Risk assessments are initiated if/when risks may be identified to individuals, for example, falls, the environment, or diet. We found risk assessments are detailed and list steps to follow to safeguard people.

The provider makes appropriate links with care professionals. We found, care records show appropriate, timely and effective communication and planning of care. We saw relevant changes and updates are made following links with professionals, including general practitioners (GP), district nurses and physiotherapists. Any changes in care needs are efficiently and promptly reported to professionals involved in their care. We evidenced changes to care records when care needs change, and appropriate risk assessments in place where required. The professionals we spoke with told us the provider is reliable.

The provider ensures medicine administration procedures are followed. The service medication policies and procedures are up to date and accessible for care staff. Any changes to these are shared with staff. People are prompted and assisted to take their prescribed medication. Care staff we spoke with, told us they felt confident in assisting people to take their medication. Management are effective in monitoring the administration of medication to ensure people's safety.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. They ensure there is a sound basis for providing high quality care and support for individuals using the service to enable them to achieve their personal outcomes. Full and thorough assessments of need take place before people receive care. People receive a service where the provider actively promotes the Welsh language and culture of the individual. The provider gathers information from people, family and professionals, who are very much involved in this process. There are robust and effective systems in place to regularly monitor people's needs, the care provided and care records. The responsible individual gathers information about the quality of the service by acquiring feedback from people, professionals and care staff. In addition, regular audits take place to monitor progress and improvement. The statement of purpose is up to date and reflects the service provided. There is an ongoing training programme for care staff. The service policies and procedures underpin this training and are up to date and reviewed and altered as and when required.

The service provider has oversight of financial arrangements and investment in the service so that it is financially sustainable and supports people to be safe and achieve their personal outcomes. The provider has invested in new offices, which are more cost effective, accessible, appropriately secure and central. The provider informed us, staff retention and recruitment are "*thriving*". This is reflected in staffing records and service finance documents. We viewed a sample of audits, which show effective and efficient financial planning and maintenance.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable the individual to achieve their personal outcomes. We viewed care staff files, which shows safe recruitment of care staff. Records show supervision and training is provided consistently. Care staff told us they feel supported. They told us there is sufficient time allocated to calls and to travel time between calls. The provider ensures consistency by allocating the same carers to the same people. This means that they know people well. One person told us "*I have the same carers call. I know who is calling*". Another person told us, "*Basically, they are very good. They become your friend, and we have a good laugh*"

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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