



Inspection Report on

Partnership of Care Ltd

**Partnership Of Care
Alexander House
Colliery Road
Caerphilly
CF83 3QQ**

Date Inspection Completed

22/07/2024

Welsh Government © Crown copyright 2024.

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 Partnership of Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Partnership of Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	05 October 2023
Does this service promote Welsh language and culture?	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

People are happy with the care and support they receive. People contribute to their personal plans and people have control over their day to day lives as much as is possible. People have positive relationships with staff and are happy with how they receive support.

Care Workers feel supported by management and enjoy their job roles. Care workers have sufficient training available to support them in their work. Staff are registered with the work force regulator Social Care Wales, and there are appropriate service policies and procedures in place to guide and support staff in their work.

The Responsible Individual (RI) visits people regularly in their homes and is well known by people using the service. As well as this, the management have good oversight of the service. There are systems in place to ensure people always receive high-quality care from a dedicated and passionate team of care workers.

Well-being

Care workers know people well and provide support in a meaningful way. People are treated with dignity and respect and are supported to participate in tasks and hobbies they enjoy. Wellbeing goals are clearly set out with people using the service along with details of how people are supported to achieve their goals. These goals are reviewed regularly with progress noted and goals are updated as necessary. During inspection visits, we observed lots of positive interactions between people and care workers. People are listened to and their views and wishes respected by care workers.

People said they like the staff who support them. During the inspection visits we could see the positive and trusting relationships between people and the care workers supporting them. Distraction techniques are implemented to support people experiencing heightened periods of anxiety. Care workers are skilled in supporting people in a way that avoids unnecessary stresses to people receiving support meaning difficult situations are avoided. Where possible people contribute to their personal plans. People's families are involved in the writing of and reviewing of people's personal plans and have positive working relationships with the service and care workers.

Care workers are trained in a variety of communication tools which support people's independence and the control they have over their own lives. During the inspection visits we saw evidence of visual timetables and assistive technology used in people's homes to support people to understand their daily routines and communicate their wishes and views.

There are established links with external professionals, and contact is made to discuss any issues as they arise. This is to ensure people receive the care they need which adapts and changes with the person.

There are policies and procedures in place to keep people safe and protected from harm and abuse. These policies are up to date and reviewed when needed. Policies include explanations and procedures clearly set out for care workers to follow when needed. External agencies are notified of any issues as they arise.

Care and Support

People receive good care and support in a way that is suited to their individual needs. Personal plans are constructed with information from a variety of sources, including external professionals, families and where possible the person themselves. People's personal plans are bespoke and give clear guidance as to how best to support each person receiving support. There are additional plans in place for people which clearly set out how to give support to people experiencing difficult times and challenges. These plans are very detailed and give plenty of guidance to care workers, setting out what to do and how to support people in these times. Personal plans include people's likes and interests as well as capturing the things people don't like. Personal plans are reviewed regularly, in line with the timescales set out in the regulations.

People enjoy a variety of activities both within their homes and in their communities by accessing local amenities. People supported by the service enjoy spending time at the staff offices. This provides opportunities to meet with peers and socialise in a safe welcoming environment.

People are supported by staff who know them well. People receive support within their own homes and are encouraged to complete tasks as independently as possible. Care workers demonstrate skill in supporting people to complete homely tasks with the right balance of encouragement and support, rather than doing the tasks for them. People using the service have formed strong relationships with the care workers who support them.

There are detailed risk assessments in place for people. These risk assessments allow for positive risk taking whilst maintaining people's safety. Risk assessments are reviewed frequently and updated whenever needed. There are plentiful supplies of Personal Protective Equipment (PPE) and this is used when required.

Medication records are reviewed regularly by management within the service to ensure safe practice. These reviews are to ensure any errors are noticed and action taken quickly. There are plans to move to a new electronic system in the near future, which is expected to make this review process more efficient.

Leadership and Management

This is a well organised service delivering care and support to people in line with its statement of purpose. The RI is heavily involved in the running of the service and has good knowledge of all areas of the service. There are several managers and deputy managers who support the RI in the running of the service. The management structure provides good oversight of the service. Organisational policies are regularly reviewed and contain applicable legislation and information for staff to understand and apply to their job roles. There are quality assurance systems in place to track and analyse information collated about the service to ensure the highest standards of care delivery for people using the service. The RI completes their regulatory duties in line with the regulations, including meeting with people using the service and care workers who support them.

Care workers feel supported by the management team. Staff told us management at the service are “*Really good*” and that they felt able to discuss any issues or problems with managers. Staff told us if they ask for help for any issue this is met with assistance promptly and this is welcomed by the staff team. Staff feel proud to work for the service and are passionate about supporting people to live as independent lives as possible. There are good levels of compliance of mandatory training and of additional, more specialist training also provided within the service. Staff told us they can ask for additional training, or refresher training whenever they feel they need it, and this is organised quickly. There is an induction programme for new starters to complete which staff report they find helpful. Supervision happens regularly and in line with the timescales set out in the regulations. There are enough staff to meet the demands of the service with some staff able to provide support in numerous service areas for cover if needed.

There are checks in place within the service so people can be assured staff are recruited safely. There are also systems in place for the service to receive complaints and compliments. Records of incidents and accidents are also kept, and appropriate actions taken as required.

There are systems in place to review incidents and accidents. Management review safety logs and take appropriate action when needed.

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 inspection	N/A

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 30/08/2024