



Inspection Report on

Dolphin Care Agency Ltd

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Date Inspection Completed

24/04/2024

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About Dolphin Care Agency Ltd

| | |
|---|---|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Dolphin Care Agency Ltd |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 10 May 2022 |
| Does this service promote Welsh language and culture? | This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture. |

Summary

People receive extremely reliable care and support in their own homes and wider community, some of whom live with Dementia. The consistent, professional approach by competent, experienced care workers helps people to achieve their desired goals. People like the professionalism of the service and describe it as “*Excellent*,” and appreciate the care workers who make a big difference to their well-being.

The administration systems are highly organised, and communication is very good. Documentation to support care delivery is consistently completed and kept under review. Systems to allocate and monitor call delivery are highly effective. Additional documentation supports the daily running of the service. There is evidence of exceptional teamwork.

The provider is the sole director of the service, manager, and responsible individual (RI). They are passionate and dedicated, fostering a positive culture of care, insisting on high standards and monitoring this daily to ensure people receive the best possible service. Care workers feel valued and supported and like working for a small service where the provider puts people first.

Well-being

People have the right care and support to help them achieve their goals. People are involved in identifying what they would like to achieve with support from the service. This is kept under review and people are helped to access external support if needed. Care workers know people well and help them to be as independent as possible, delivering care and support in a dignified manner. Care workers are also sensitive to people's needs and support these, often going above and beyond contracted requirements, helping the person to feel part of a 'family.' The service ensures people experience positive mental health outcomes by working with other agencies when required, for example, the local authority to help people continue to receive care in their own homes.

The service supports people to be as healthy and active as possible. Care workers provide person centred care and support. Very detailed personal plans show how people like their care delivered, and records show this is done as they wish. Care workers receive the right training and have good experience in supporting and encouraging people with their health and well-being needs. The service is successful in helping people to improve their nutritional intake and skin integrity, collaboratively working with health professionals where required. Further collaborative work with district nurses helps people to remain in their own homes at the end of life, if they wish to do so. People are successfully supported to access additional services to support community visits, helping to improve their mental health and provide positive behavioural support.

The provider takes steps to protect people from abuse and neglect. The service has highly organised systems to support the day to day running of the service, with regular monitoring to help prevent any issues. Calls are rarely late and care workers always turn up. Care workers are carefully selected to match with people they provide support for, are fit to work in social care and have training to meet people's needs. Policies and procedures support the reporting of any concerns, and the service follows these if they are worried about the well-being of a person. The provider listens to people and their representatives to improve service delivery.

The service excels at helping people to uphold their rights. Care workers escalate concerns to managers so they can involve the relevant authorities. The service helps people to get the right support, including independent advocates, to ensure the person's opinions and wishes are considered. The service has successfully supported people to understand their rights and helped them to challenge the decisions made about their life by other people.

Care and Support

People like the service they receive and rate it as “*Excellent.*” People told us how they appreciate their care workers who are described as “*Friendly,*” “*Polite,*” and “*Professional,*” and everyone who responded told us they would always recommend the service to others. We are told that care workers often go above and beyond, with people telling us “*They’re always there for me,*” and “*I don’t know what I’d do without them.*” When people feel low and lonely, there are examples where care workers go out of their way, carrying out well-being checks or visiting on special occasions. Strong, lasting, working relationships are formed between people and their care workers, partly due to the consistency of staff. The service has strong communication systems to support immediate responses to situations and people and their families tell us they are kept informed.

The service is reliable and flexible. Effective electronic systems are in place to allocate calls to care workers, allowing for their travel time and circumstances. Calls are never missed and rarely late so that people and their families feel confident and relaxed due to the superb reliability. The manager forms part of the care team to ensure continuity of care if this is required. People tell us how reliable and flexible the service is, with one person stating, “*The office staff and the boss are so good when I need earlier calls for hospital appointments.*”

People are supported to meet their needs and desired outcomes. Very personalised care and support is delivered in a sensitive and professional manner. The service excels in supporting people who live with dementia and providing care for people who are at the end of their life. In addition, they are highly successful in supporting people who find life challenging, encouraging positivity and supporting them to take one small step at a time. Care workers escalate concerns quickly and support people to access the right services, including health services and advocacy. The service is outstanding in helping people to access support to ensure their rights can be upheld, including the right to remain in their own home if safe to do so.

Documentation to support people’s care is robust and up to date. The service consults with people to make sure their needs can be met, including their preferences for service delivery in Welsh. People and/or their representatives are involved in all care planning and reviews, and documentation is updated appropriately when there are changes to people’s care and support needs. Other important information is available to show how the service supports people. Daily records are good and medication recording is monitored by the management to address any issues.

Leadership and Management

The provider is the Responsible Individual (RI) and manager of the service. They ensure the smooth running of the service on a day-to-day basis but also considers the quality of the care provision as part of their legal responsibilities. Improvements have been made in the recording and reporting of their findings. The RI is dedicated and passionate about providing a high standard of service, leading by example, and monitoring the capabilities of care workers. They influence the positive culture within the service. The RI demonstrates they listen to people, their families and care workers to help drive improvement within the service, with a focus on the person receiving the service. The service, through the RI and wider staff team helps to empower and enable people to live in their own homes and remain as independent as possible.

Effective monitoring and improvement systems are in place. The provider has made required improvements to ensure effective monitoring of the service. Information is available to staff and people about the service, including a 'statement of purpose,' policies and procedures, and the service is run in accordance with these. Documents can be provided through the medium of Welsh if required. The administration of the service is highly organised, with auditing systems consistently completed.

Robust recruitment systems are followed, and staff are supported. The service ensures personnel files contain documentation required to evidence that care workers are fit to work with older people who may be in a vulnerable situation. Care workers tell us they feel supported, and their individual circumstances are considered and accommodated. They also tell us how everyone "*Works well as team,*" and are "*professional, compassionate and caring.*" Line managers are approachable and supervise care workers, offering opportunities to provide feedback on performance and training needs.

Care workers are suitably trained and qualified. Audits show that care workers are fully up to date with their mandatory training. Every effort is made to provide face to face, classroom-based training, especially for subject areas such as 'Moving and Handling.' Additional training is being arranged to provide wider understanding in areas such as Parkinson's Disease and Medication Competency. Care workers and managers demonstrate application of their knowledge, especially around human rights, advocacy, end-of-life care and positive behavioural approaches. All staff are registered with Social Care Wales, the workforce regulator.

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. 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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|-----|--|----------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
| 8 | There are insufficient systems in place to monitor, review and improve the quality of care and support. This includes: There are no systems in place which enable the responsible individual to report to the service provider | Achieved |
| 35 | There is insufficient evidence to show that care staff are fit to work | Achieved |
| 36 | Care staff have not received supervision at a minimum of three monthly | Achieved |

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