



Inspection Report on

Abacare Newtown Branch

**St David's House
New Street
Newtown
SY16 1RB**

Date Inspection Completed

05/08/2024

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About Abacare Newtown Branch

Type of care provided	Domiciliary Support Service
Registered Provider	Abacaredig Holdings Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	1 January 2023
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

Abacare provides a reliable service people trust. People are encouraged and supported to maintain their skills and independence. People feel confident communicating with the manager and staff, and are assured they will be listened to.

Care staff have a good understanding of the needs of the people they support. Care staff feel schedules are well planned and they have enough time to spend with people. Care staff are safely recruited, receive good induction and training, feel valued and are positive about the service.

There are good management arrangements in place and the Responsible Individual (RI) has good oversight of the service. The RI has effective systems in place to plan, review and audit the delivery of the service.

Well-being

People told us they are happy with their care and support, and the service provided to their loved ones. People have written information about the service, feel confident communicating with the manager and staff, and feel they are listened too. Individuals using Abacare are treated with dignity and respect. Personal plans are co-produced and regularly reviewed, ensuring people's individual circumstances are considered and their voice is heard and listened to.

People get the right care and support, enabling them to maintain their independence. People told us the service is responsive and flexible if people's needs change or if there is an emergency.

People told us they feel safe and protected. People receive a good standard of care and support from care staff who are safely recruited, trained and supported.

People are supported to maintain their overall health and emotional wellbeing. The care staff have good relationships with people and understand their needs, seeking support from management and other professionals when required. Effective medication management systems ensure people's medical conditions are well managed to help support their health and wellbeing.

Abacare has a record of zero missed calls, supporting people to live independently within their own home, maintaining their sense of belonging. We were told, *"I so much want to be in my own home. I'm able to do it, that's all I want."*

People value the care staff that support them, we were told, *"They're very very good to me."* We were also told, *"We couldn't ask for better, we are very well served."*

Care and Support

Personal plans reflect people's personal outcomes, care and support needs. Specific guidance in people's personal plans supports care staff to meet people's day-to-day needs. People told us carers are flexible and provide the help they want when they ask. People are confident in the staff, we were told, "*They know what to do.*" Personal plans are reviewed regularly with people using the service. Any changes to people's support needs are promptly included on their plans. Care staff told us, "*Plans are updated straight away.*"

Risks and needs are considered in the care planning process. Care staff focus on enabling and enhancing people's skills, to help them maintain and develop their independence at home.

People are supported to maintain their overall health and wellbeing. Care staff understand people's health needs and support them to access health services. Care staff know how to obtain appropriate medical assistance when they see it is necessary.

People are kept safe by care staff who have undertaken safeguarding training and understand their responsibilities. Risk assessments are in place to identify and minimise individual risks. Furthermore, the service promotes hygienic practices, and the management of infection risk.

Medication records are fully completed, regularly audited and the overall administration of medication is effective.

Leadership and Management

The service provider has good governance to support the effective operation of the service. The Responsible Individual visits the service every three months and has oversight of operations. They capture extensive feedback from individuals using the service and staff, to assess the quality of care delivery. The RI regularly audits the service, provides feedback to the staff, identifies areas for development and actions to be taken.

Care staff receive frequent supervision which is used as an opportunity to reflect on their work and to identify their training and development needs. There is a positive culture within the service. Care staff told us they felt valued in their role and confident in the support they receive. A staff member told us they were able to have open conversations. They also told us, *"If there is a problem on a call, I've only got to phone the office."*

Care staff told us they experienced positive induction periods and were supported to complete training within their roles. The majority of staff training is up to date and the service provider plans for refresher sessions. Care staff told us the call schedules are well planned and the manager is receptive to ideas of how they could be improved.

Care staff are appointed following a safe recruitment process. Staff files are well organised and easy to navigate. They evidence checks such as references and Disclosure and Barring Service (DBS) checks are completed.

The manager acknowledges good practice and ensures care staff are recognized when complements are received.

The service promotes an accessible complaints policy and procedure. People using the service feel comfortable about reporting problems. We were told, *"I find them very helpful in the office."*

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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