



Inspection Report on

Care Quality Services Ltd - Barry

**Unit 10 Engine Room Innovation Quarter
Hood Road
Barry
CF62 5QL**

Date Inspection Completed

26/06/2024

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About Care Quality Services Ltd - Barry

Type of care provided	Domiciliary Support Service
Registered Provider	Care Quality Services Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	15 January 2023
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 a good standard of care and support from a skilled and dedicated team of care workers. The care and support provided enables people to maintain and improve their independence and remain living in their own homes. We saw people receive a person-centred service and are consulted about their care. Personal plans detail the best ways of providing care and support and keeping people safe. Medication management systems allow people to have their medication as prescribed. People we spoke to, and their relatives provided complementary feedback on the service provided.

Care workers have up to date information regarding people's needs which they can access from an online care planning system. Care workers are happy working for the service and feel supported and valued. The management have good oversight of service delivery with a range of governance and auditing systems in place which helps the service run smoothly.

Well-being

There are measures in place helping to protect people from harm. Risks to people's health and safety are assessed and managed. Care workers are trained to meet the needs of the people they support and are familiar with the procedure for reporting concerns. Care workers are recruited in line with regulatory requirements and supported by the management. Policies and procedures help underpin safe practice.

People understand what care and support opportunities are available to them. Each person receiving a service has a copy of the user guide. This document outlines the service provided and contains useful information such as the complaints process and availability of advocacy services. People and their representatives are involved in the care planning process and have regular care plan reviews to ensure people receive the right care at the right time. The service engages with people regularly to gather their views to help inform improvements. Events are held where supported people get together to discuss service provision.

People benefit from positive relationships with care workers and are treated with dignity and respect. Personal plans highlight how people want to be supported and contain clear concise information for care workers to follow. People's compatibility with care workers is considered when their service commences. People we spoke to provided us with positive feedback saying they are happy with the service they receive.

People are supported to remain as healthy as they can be. People's medical history is documented in their personal plan. Care workers are familiar with the people they support, are able to recognise changes in their presentation and report to the relevant professional for support or advice. People who require support with medication are catered for.

Care and Support

People receive a dependable and reliable service which listens to their views. People we spoke to provided complimentary feedback regarding the service they receive and report having positive relationships with care workers. One person told us, *"I get on with the carers very well, they are lovely, I'm very fortunate"*. Another person commented, *"The carers are good as gold. All of them are great. I get a first-class service"*. We also received complimentary feedback from relatives of people using the service, one relative said, *"The carers I've met are excellent, they treat mum like family. I don't know what we'd do without them"*. We saw there are good lines of communication between the service, people, and their families with people and their representatives regularly being consulted on the service provided.

People's personal plans set out how they would like to be supported. Plans are person centred and contain information about medical conditions, likes/dislikes, interests, and hobbies. They contain practical information regarding the day-to-day care and support people require. Personal plans also highlight risks to people's health and safety and strategies for keeping people safe. We saw people and their representatives are involved in setting up their plans when their service commences, and regular reviews ensure people remain at the forefront of the care and support they receive. The service uses an online care planning system. Care workers have access to this system via handheld devices. This means any changes to people's care and support documentation is instantly communicated to care workers keeping them up to date. Care workers use this system to record care and support provided and monitor people's overall well-being. People's representatives are also able to access the online care planning system if they wish to do so.

Support is available for people with medication needs. Should someone require support with medication, a support plan and risk assessment is implemented setting out the details of the person's medication regime. We saw there is a medication policy which is aligned with best practice guidance. Care workers receive medication training and are subject to regular spot checks where their competency for administering medication is assessed. Routine medication audits are undertaken to ensure any discrepancies are identified and actioned.

Leadership and Management

The service is well led with a positive culture which helps people to achieve their personal outcomes. The manager is experienced and knows the service, staff, and supported people well. Care workers we spoke to told us they feel valued and supported by the management team using words like “*good as gold*”, “*approachable*”, and “*really lovely*” to describe them. We examined records relating to staff supervision and appraisal and found they are receiving the required level of formal support. This type of support gives care workers the chance to discuss their work and development opportunities with their manager. In addition to supervision and appraisal care workers attend regular team meetings where discussions regarding operational matters are held. As well as formal support and team meetings the service offers care workers additional support. There is an employee assistance programme which can be accessed if staff are facing difficulties with their work or personal lives. Other initiatives such as employee of the month along with bonus incentives show recognition to hard working care workers.

Care workers have access to an ongoing programme of training which is tailored to the needs of the people they support. Care workers told us the standard of training provided was good and it equipped them with the skills needed for providing good quality care and support. We looked at training records and found most care workers are up to date with their training requirements.

A safe recruitment process ensures care workers are suitable to work with vulnerable people. The service completes all the necessary pre-employment checks before offering a potential employee a position. On commencement of employment care workers complete a structured induction where they shadow experienced members of the team and undergo core training. Following this care workers register with Social Care Wales, the workforce regulator.

Governance, auditing, and quality assurance measures are in place. The manager completes regular audits where matters such as safeguarding referrals, incident / accidents and complaints are considered. Quality of care reviews are held on a six-monthly basis. We looked at the latest quality of care report and found it needed strengthening in order for it to show better analysis of occurrences at the service within the six-month period. We discussed this with the management team who assured us this would be done. We looked at policies including Safeguarding, Whistleblowing and Complaints. We found they needed updating so they are more aligned with procedures in Wales. The management team assured us they would be amended. Other written information we viewed included the services statement of purpose and user guide. We found both these documents contain all the required information and are reflective of the service provided.

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

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