



Inspection Report on

Complete Care Amegreen - North Wales

**Complete Care Amegreen - North Wales
Grosvenor House
Hollinswood Road
Telford
TF2 9TW**

Date Inspection Completed

20/06/2024

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About Complete Care Amegreen - North Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Complete Care Holdings Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	30 March 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

Complete Care Amegreen North Wales provides domiciliary care and support to people with complex needs in their own homes. The service has a good management team in place who have effective oversight and have made positive improvements to the service.

People are supported by safely recruited and well trained care staff who enjoy their role and continue to develop their skills and knowledge. Improvements have been made to the completion of training and the monitoring of the competency of care staff.

People receive a service which is person centred and provides continuity of care. The provider works hard to ensure recruitment is ongoing so people receive consistent care and support.

The responsible individual (RI) has ensured action has been taken to address areas of non-compliance identified at the last inspection and works with the current management team to continue monitoring the quality and effectiveness of the service.

Well-being

People and / or their representatives are fully involved in the care and support they receive. This ensures they receive a service which is person centred and supports them to meet their health needs and personal outcomes. The service people receive helps them to remain living in their own home and do the things which are important to them. One family member told us *"It is very beneficial this level of care can be given at home."* The provider aims to make sure people are supported by a small core team of staff which supports positive working relationships and improves continuity of care. People spoke highly of care staff and told us *"They are respectful and as nice as you could hope for."* The provider has listened to people where they have asked for specific qualities in care staff, such as being able to drive and speak Welsh and facilitated these requests.

People are supported to do the things which matter to them. Care staff told us they enjoy spending time with people, playing games and doing creative activities as well as supporting with tasks of daily living to develop skills and promote independence. People are supported to access the community, meeting with friends, going to the gym, swimming, and going on holidays. Family members told us care workers are respectful of their choices about aspects of family life.

People are supported to be as safe as they can be. Care staff complete safeguarding training and there is a policy in place to support this learning, giving guidance about the Welsh safeguarding processes. The provider records incidents, accidents and safeguarding concerns which are reported appropriately to the relevant professional bodies and reviewed on a weekly basis to monitor any action being taken.

Care and Support

People receive care and support which is person centred and specific to their identified needs. Initial assessments are completed by a clinical nurse and care manager, considering information from local authorities and previous support services. People's personal plans are detailed and give specific guidance to care staff about how the person wants to be supported. Records include associated risks to people and what action staff need to take to keep people safe. We found records are updated when something changes and in line with regulatory requirements. Records are monitored by the management team, through processes which identifies any action needed. People told us they are involved with all areas of care and support, including meetings and the development of care records. Care staff told us the information in care records supports them to carry out their role. We saw records are stored electronically so where updates and alerts are created, these are communicated immediately, and people can review support delivered in real time. Daily records completed by care staff detail what care and support has been delivered. We found records give a good overall picture of how the person was and what they had done that day.

People are supported by a team of skilled health care assistants who are trained to be able to meet the complex needs of individuals. Care and support is planned and overseen by clinical nurses who work collaboratively with other healthcare professionals. People have equipment in place to support their well-being and independence which the provider monitors to ensure it is safe and the required servicing is carried out by the relevant organisation.

Care staff and nurses safely manage medication, complete medication training, and have competencies of their medication practices checked. Medication administration is recorded electronically, and we saw records are fully completed. Where changes are identified, additional notes and communications are attached to evidence action taken. There are processes in place to support staff with medication management and a detailed policy to support practice.

Staff must complete infection prevention and control (IPC) training and there is a policy in place to support this. Nurses conduct handwashing audits and IPC practice with care staff, and personal protective equipment (PPE) is available.

Leadership and Management

People are supported by a service which has a good management structure in place and effective systems of monitoring the service. We saw processes are in place to review and audit areas of service provision. These include speaking to people who use the service, and staff employed by the provider to seek their feedback and check their wellbeing. We saw issues are identified by audit processes or raised as part of discussions and are recorded in an action plan. People told us communication has improved and feel any concerns are listened to and acted on quickly. A family member told us *“The new manager is brilliant.”* Care staff told us they feel well supported by the management team and can always contact someone for support if they need it.

People are supported by care staff who are safely recruited, well trained, and supported with their ongoing learning and development. We reviewed recruitment records and found the required pre-employment checks to be completed before a person starts in their role. This includes obtaining references and ensuring disclosure and barring service (DBS) checks are in place. Staff complete a detailed induction which also supports them to register with Social Care Wales, the workforce regulator. We saw care staff have all completed the required training and attend face to face training for manual handling and basic life support. Care staff have their competency assessed in all areas of training by a registered nurse. Care workers receive an annual appraisal of their work and improvements have been made to the frequency of one-to-one supervisions. Care staff spoke highly of the regular contact and support from their manager and the nursing team.

The RI carries out their role as required and told us they have seen a lot of positive improvements in the overall service provision since they have been in post. Regulation 73 visits by the RI are completed as required and show a detailed record of conversations with people and quality checks carried out, which is fed into the service action plan and reported on within the six monthly quality of care review. The most recent quality of care review gives a very detailed overview of how the service has performed in the last six months and details the areas to be focussed on in the next review period. Policies and procedures are reviewed regularly and reflect specific requirements of Welsh policy and guidance.

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
36	The service provider has not ensured that any person working at the service receives appropriate training and support to undertake their role.	Achieved
80	No regulation 80 report completed	Achieved
12	Policies and Procedure are not up-to-date and therefore do not effectively guide staff.	Achieved
58	Not all individuals supported have a MAR chart in place	Achieved

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