



Inspection Report on

Abicare Services Ltd

**Unit 2, Torfaen Business Centre
Panteg Way
New Inn
Pontypool
NP4 0LS**

Date Inspection Completed

29/04/2024

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About Abicare Services Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Abicare Services Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	07 February 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Abicare Services Limited is a domiciliary support service which provides care and support to people in their own homes within Gwent. Services provided include live-in provision and allocated calls to a person's home.

People are positive about the care and support they receive and are complimentary about care staff and management. People's plans are person-centred and reviewed on a regular basis. The service ensures the recruitment of staff is safe and effective. The service is well-managed, and staff feel supported and valued in their role. Care staff receive supervision and attend regular training. Governance and quality assurance systems are in place. There is a good organisational structure in place, with all staff having their designated roles and responsibilities. The management team and Responsible Individual (RI) are approachable and visible in the running of the service.

Well-being

The service encourages people to have as much choice and control over their everyday lives as possible. Their individual needs are assessed before they receive support to ensure the service is suitable for them. Care staff have a good understanding of people's needs and keep daily recordings of the support they provide. A person-centred approach to care planning ensures people are at the forefront of the care and support they receive. People are encouraged to share their views about the service they receive. Feedback from people and their representatives suggests care staff treat people with dignity and respect.

People receive the support they need to maintain their health and well-being. People consistently receive their prescribed medicines and have input from the relevant professionals when they need it. Care staff receive medication training and competency checks are carried out. There are systems in place to log and monitor medication errors and these are investigated to prevent further occurrence. The staff training programme is comprehensive and includes bespoke training to meet individual needs. This gives care staff better insight into specific conditions and improves their approach to care.

There are systems in place to help protect people from harm. People are supported by staff who have been through a rigorous induction and in-depth training. The service completes risk assessments and personal plans which outline how care staff can manage risks to people's safety and well-being. Staff are also guided by clear policies and procedures. People know how to report concerns and give feedback. Staff are clear about their safeguarding responsibilities. They have completed safeguarding training and are given regular opportunities to discuss safeguarding procedures. The management team and RI closely monitor the quality of the service to ensure high standards are maintained. Audits of people's care delivery and health and safety monitoring is in place.

Care and Support

The service provides both live-in care and allocated care calls for people in their own home. People we spoke with are positive about the care provided and complimentary about care staff and management. We were told, “[My relative] loves all the carers they are very attentive and go above and beyond” and the service provides “Good continuity of staff”.

Assessments are completed to determine whether the service can cater for people’s needs and goals. Considering people’s strengths, medical and social backgrounds and risks to their safety and well-being. They also consider care and support plans provided by other professionals. A relative found staff to be professional and inclusive when arranging their loved one’s care and support, describing the process as “Excellent and felt listened too”.

Each person receiving a service has a personal plan in place, providing a detailed overview of who people are and what is important to them. Plans capture clearly what people’s routines and support preferences are. The service provider uses an electronic care documentation system which provides clear evidence of reviews and updates to people’s plans. Care staff complete daily care records, which demonstrate that people receive appropriate support.

Robust medication procedures are in place. Staff receive appropriate training and their competencies to administer medication are assessed regularly. Personal plans clearly document the extent to which individuals need support with medication administration and give information on the way people prefer to have their medication administered. The electronic care documentation system has an alert system which informs senior staff when medication is late or not administered and this is followed up and resolved in a timely manner.

Staff rotas allow travel time for staff between calls. A call monitoring system requires staff to log on when they start and finish each visit. On a weekly basis the RI reviews and signs off call monitoring logs. This provides additional oversight of calls ensuring late or missed calls are managed and reduced.

Leadership and Management

The service has a clear Statement of Purpose (SoP) outlining its aims and how these will be achieved. The RI and management team closely monitor the quality of the service. The electronic record-keeping system allows them to review care and incident records at any time. The policies we viewed provide an overview of the principles by which the service operates. The RI carries out required visits and completes quality-of-care reviews to assess service standards and identify areas for improvement.

The service runs from an administrative office that has suitable facilities for storing confidential information, holding private meetings and delivering staff training. The RI has oversight of the service, is accessible and has a regular presence at the registered offices. The manager is suitably qualified for the role and is registered with the workforce regulator, Social Care Wales (SCW). The management structure offers promotional opportunities for staff and a strong support network.

Care staff feel valued and enjoy working at the service. They are passionate about their roles and know the people they support well. Some are enjoying new challenges after taking up promotional opportunities. The service ensures the recruitment, induction, support, and training of staff is safe and effective. There are suitable selection and vetting practices to enable the service provider to decide upon the appointment of staff. Evidence of necessary pre-employment checks are available. All staff have up-to-date Disclosure and Barring Service (DBS) checks and proof of identity. Moving forward the service will ensure copies of birth certificates are kept on file to compliment other identification documents. Care staff are supported to register with Social Care Wales and complete recognised care qualifications.

Care staff complete an in-depth induction programme where they shadow experienced care workers and spend time getting to know people. They complete a wide range of training, including bespoke training. We saw that training compliance rates are consistently high. They are monitored by the training manager during monthly audits. Care staff receive monthly supervision during their probation period, in line with company policy. After successfully completing their probation, they receive formal supervision every two-to-three months.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
36	The service provider failed to ensure all staff received formal supervision on a regular basis.	Achieved

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