



# Inspection Report on

**WT healthcare**

**Regus House  
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Cardiff Gate Business Park  
Cardiff  
CF23 8RU**

## **Date Inspection Completed**

**07 and 17 February 2023**

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## About WT healthcare

Type of care provided	Domiciliary Support Service
Registered Provider	WT Healthcare Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language but demonstrate some effort to promoting the use of the Welsh language and culture.

### Summary

WT Healthcare provides care and support to people in their own homes in Eastern Cardiff. A consistent team of dedicated care workers know people well and work with them to deliver care, and where possible, improve their health and opportunities. Care and support visits are delivered on time. 'Service delivery plans' give adequate information and records show the level of care delivered. People are happy with the service, like their care workers and appreciate the good communication systems in place, especially with the manager. People tell us that the service is "*reliable*", "*flexible*" and gives them "*peace of mind*."

There is a responsible individual (RI) who has been appointed by the provider. They have oversight of the service. They are also the manager and have responsibility for the smooth day to day running of the service, supported by an administrator. The provider has policies, procedures and other documents in place that are reviewed regularly. All staff undertake training suitable for their role and work as a team. Safe recruitment processes are followed. The service is run smoothly with good systems and communication being at the core. The RI demonstrates that they consider the quality of the service and undertake their duties with due diligence.

## Well-being

People understand what care and support is available to help them achieve their health and well-being. The provider has information available for people before they receive a service from WT Healthcare. Copies of the 'statement of purpose' and 'service user guide' in addition to the 'service delivery plan' are available in people's homes. The service also provides additional information that may support a person's well-being, as the care team know the individual very well and understand what community services may also help, especially for people who live alone. People are supported to access health professionals and any equipment they need from services in the community when this is necessary.

The provider ensures people have the right care and support. Systems are in place, so the same care workers attend to people in their own homes, ensuring continuity and fostering good relationships. This helps staff to identify changes in people's needs and assist them to make contact with the right professionals for support. The manager monitors the visit times giving assurances that people have their visits when they are needed, especially for those who rely on the service to help access food and medication. People's preferences are documented, and where possible, the service accommodates these. We are told "*Care workers don't just go in to do the tasks, but look after the person,*" and families appreciate the peace of mind the service provides. Communication is good, with many people telling us "*I only need to pick up the phone to the manager,*" showing confidence that they will get a response.

People have a voice. People or their representatives are consulted about their care needs prior to receiving, and during receipt of the service. More consistent recording of reviews needs to be documented but care plans are amended when people's needs change. The RI consults people about their experience of the care received to assess the quality of care being delivered. Care workers support people who may struggle to raise issues with health professionals, securing the right treatment, support or equipment.

The safety and protection of people is considered and people are kept safe from harm. Care workers are recruited safely and necessary checks are carried out to ensure they are able to work with vulnerable people. An induction and training programme gives care workers the knowledge and skills to meet people's needs. All care workers are registered with the workforce regulator, Social Care Wales, and have information about how to safeguard people who use the service. The manager considers any risks and records these, taking measures to mitigate them where possible. People and staff have information about how to raise a concern or complaint.

## Care and Support

The service supports people to achieve their identified individual personal outcomes and often goes above and beyond the expectations of contracted arrangements. Assessments are completed to ensure the service can meet the person's needs. A personalised 'Service Delivery Plan' is developed from this information and that provided by the local authority's care plan. People or their representatives agree the care to be provided. We saw that the service will offer flexibility around visit times if this is possible. The manager monitors the visit times and ensures people are notified if, for example, a care worker is held up due to traffic. People are assisted to access health professionals when they need support to do so. We saw evidence that care staff ensured a person had access to a doctor even though this was outside of the care worker's visiting time. The service is proactive in supporting people to have access to the right equipment through health services, promoting independence and supporting better care delivery. The provider also looks for opportunities to help people engage in community activities to support their well-being, especially for those who live alone.

People receive support from a consistent team of care workers who mostly follow the service's procedures. A team of care staff are commended by the RI, and representatives of people, for their dedication and care. They follow procedures including 'Moving and Handling,' but we found occasions when aprons are not worn when carrying out personal care. The manager addressed this immediately and will make this a focus as part of their regular spot checks. Records of care show people are receiving the right care at the right time, including administration of medication. The manager took immediate action when we identified that the medication records for temporary medication, or medication given 'when necessary,' were not in line with current guidance. Care workers know people well, and we observed a good rapport between a person using the service and their regular care workers, with singing and banter as part of the morning routine, while fluid intake was encouraged.

Reviews of people's needs are undertaken and acted upon. When people's needs change the provider ensures that the social worker is aware and 'service delivery plans' reflect the changes, but the local authority is not always able to update their own care plans in such a timely manner, so the provider is developing ways to record this. Reviews and changes to plans are agreed with the person receiving the service and the manager has recently developed ways of capturing people's views as part of three-monthly reviews, but this now needs to be embedded. The service ensures that when people find things difficult to understand, they get help from family members or representatives.

## Leadership and Management

The provider has arrangements in place to oversee the operation of the service and consider the quality of care delivered. Policies are in place, including 'safeguarding of vulnerable adults' and 'medication.' These are comprehensive and reviewed regularly. Quality of care surveys take place and the RI consults with people who use the service, with results produced in required reports. The RI is aware that these could be developed further to better evidence the quality of care delivered. Information about the service is available in a 'statement of purpose' and 'service user guide.' The service is run smoothly with systems to ensure care is delivered as agreed, and in line with the 'statement of purpose,' with regular audits highlighting any issues that may need addressing. There are clear lines of communication between everyone in the service, including people who use it, and we are told by one family member that communication is "*Outstanding.*"

Robust recruitment and staff development systems are in place. Personnel files contain all documentation required with minor details missing, such as ensuring full dates are recorded on work history records. Terms and conditions of employment are provided to care workers, and staff are happy with current contractual arrangements, but the provider is aware that they need to evidence they have had regular discussions around guaranteed contractual hours in line with regulatory requirements. Care workers tell us, "*I am given hours to fit around my family,*" and are happy that the management try to accommodate their availability. Care workers receive training for their role and have access to additional training to support their development. All care workers are registered with Social Care Wales, the workforce regulator. Records of regular staff supervision meetings are available. Staff also receive an annual appraisal with their line manager. Care workers told us, "*I have excellent opportunities to learn and develop.*" A high percentage of care workers gave us feedback about the service, with overwhelmingly positive comments including, "*The company cares about the service users and puts their needs first as well as giving full support to the members of staff,*" "*Best company I have worked for,*" and "*Management are excellent.*"

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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**Date Published 30/03/2023**