



Inspection Report on

Care & Independence (West Wales)

**Avon House
Suite 4
Dafen Trade Park
Llanelli
SA14 8NA**

Date Inspection Completed

14/06/2024

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About Care & Independence (West Wales)

Type of care provided	Domiciliary Support Service
Registered Provider	WD Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	[8 November 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

The service is a small domiciliary provider operating in West Wales. People told us they have good relationships with a consistent team of care workers who know them well. People are satisfied with the care and support they receive and feel confident in addressing any concerns with the manager.

Care workers told us they are well supported by the management team and experience a good work life balance. Care calls are well planned to ensure people receive calls at their preferred times and care workers have plenty of time to travel between calls.

The manager has good oversight of the day-to-day running of the service and feels supported by the responsible individual (RI) and the directors. People are highly complimentary about the manager. Care workers receive person specific training in order to carry out their roles.

Well-being

People experience control over day-to-day life, they told us they receive care calls at preferred times where possible. Individual circumstances are considered in the care planning process and people contribute to the decisions that affect their life or have someone who can do it for them. People and their representatives are involved in the development and review of personal plans to ensure their care and support meets their needs and aspirations. There is a written guide to the service to enable people to understand what care, support and opportunities are available to them. Care workers treat people with dignity and respect. People told us when issues do arise, the manager is responsive and takes appropriate and timely action to address complaints or concerns.

The service promotes people's physical and mental health, and emotional well-being. People are encouraged to be healthy and active and do the things that make them happy. One person told us about the support they receive to regularly go on day trips with the care workers and how much they enjoy these. People are supported to engage and make a contribution to their community. The manager ensures people get the right care and support, as early as possible. The service makes every effort to support people through the medium of Welsh where this is possible, and where care workers are Welsh speakers, they are matched with people. One person told us being able to speak to staff in Welsh is wonderful, they said "*Dwi'n hapus i gael pobl sy'n siarad y Gymraeg.*" The service is working towards being able to provide the Active Offer of Welsh Language, but at present do not have enough Welsh speaking staff to fully provide this.

People are protected from abuse and neglect. The service has a safeguarding policy in place which is written in line with current best practice and legislation. Care workers feel confident to raise concerns and the manager has procedures in place to take action should any safeguarding issues arise. People are assured they are listened to and are informed about how to make concerns known.

Care and Support

People and their representatives told us they benefit from the care and support they receive, enabling them to stay in their own homes. One person told us *“They have been excellent.”* There are a consistent team of care workers who know people well and deliver person centred care. People are involved in their initial assessments and ongoing reviews or have the option to involve their family and representatives. They have a say in how their care and support is delivered, and feel confident the service is meeting their needs, wishes, and aspirations. The manager oversees the development of personal plans which outline people’s well-being goals. Personal plans are clear and easy to follow, and readily accessible to people, their representatives and care workers. We case tracked three personal plans that were written in line with the outcomes of risk assessments and provided an overview of how care workers should meet people’s needs. Personal plans are routinely reviewed in line with the regulations.

People receive care and support mostly on time, and for the planned duration. Details about people’s call times and preferences are included in their personal plans. Care workers are familiar with this and contact people and their representatives if there are any changes to the rota. Care workers update digital records to summarise the care and support provided at each care call. These records are checked and audited by the manager, who considers these when reviewing care worker’s training needs. The service provider ensures person specific training is sourced and provided to care workers prior to accepting referrals to ensure people’s needs are met consistently.

The service has invested in an electronic medication administration record system (eMAR) to support the oversight of medication management. Where people are supported with the management of their medication, risks are assessed and considered at the commencement of care and support. However, this is not consistently detailed in people’s personal plan. The manager is taking action to address this. We saw examples where the system had not recorded medication administration correctly, but immediate action had been taken by the manager to address this.

Leadership and Management

There are governance arrangements in place to support the smooth running of the service. On a day-to-day basis the manager effectively plans, reviews, and audits the delivery of care and support. The manager considers the needs of the service, people, and care workers in this process. We saw evidence of daily audits being undertaken, and records of actions and outcomes as a result of reviews. The manager considers the impact of care and support and any barriers or challenges to the delivery of the service. Care workers, people, and their representatives hold the manager in high regard. The manager is supported by the directors including the RI. The RI completes regulatory visits to the service each quarter, and audits and reviews a variety of documentation to assess the adequacy of resources in the service. We saw records of visits where the RI has highlighted areas for development, and actions required to improve practice. The RI seeks feedback from people, their families, representatives, and care workers. We read summaries of the feedback which is included in the quality of care report prepared by the RI. The report provides some analysis of data in line with the regulations and contains a statement about the quality of care provided by the service.

There are enough staff on duty to support people effectively, though the service is looking to increase recruitment. Care workers have rotas planned in advance and are happy with the flexible working afforded to them. One care workers told u the manager is *“Incredibly accommodating.”* Care workers are suitably recruited, trained, and supported to carry out their duties. The service follows safe recruitment practices and ensures staff are registered with relevant bodies. However, we found there are some gaps in the employment history contained in some staff files. The manager is addressing this in line with regulatory requirements.

Care workers receive supervision quarterly and told us they are well supported by the management team. The management team complete regular spot checks to assess staff competency in line with the organisation’s policies and procedures although we found not all policies and procedures are updated routinely. Care workers feel confident to approach their line managers with any concerns relating to practice, or delivery of care and support, and told us they are listened to and feel valued.

Care workers told us they have good learning and development opportunities specific to the skills required for supporting people’s individual needs. This is provided in line with the service’s statement of purpose (SoP). The SoP outlines the service provision and clearly describes the nature of the service.

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
35	Personnel records for care staff do not all contain the required information	Achieved
36	Care staff do not receive one to one supervision as often as required by regulations	Achieved
58	Medication records were not completed accurately to evidence who has administered medication and whether people's medication was administered at the correct times	Achieved
59	Care records are not kept accurately to evidence all care and support delivered. Not all risk assessments were available to inform care staff when working in peoples homes	Achieved

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