



Inspection Report on

Harlequin Homecare (cwm Taff)

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Bridgend
CF32 9BS**

Date Inspection Completed

12/07/2024

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About Harlequin Homecare (cwm Taff)

Type of care provided	Domiciliary Support Service
Registered Provider	Harlequin Homecare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	26th July 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

Harlequin Homecare Cwm Taf provides a domiciliary care service to people living in their own homes. Services are mainly delivered in Bridgend and surrounding areas. People and their relatives are very complimentary about the service they receive and say they have built positive relationships with care workers. People receive person centred care and support and have personal plans setting out the best ways of supporting people to achieve their personal outcomes. Care workers enjoy working for the service and feel supported by the management. We found improvements are required to ensure care workers are up to date with their training requirements and are receiving the required levels of formal support. The responsible individual (RI) has good oversight of the service and has systems in place which help the service run smoothly.

Well-being

People are treated with dignity and respect. Care workers are familiar with people's needs and routines as the service recognises and encourages continuity. People told us they have positive relationships with care workers who are kind and considerate. Care and support is person centred. People and their representatives are involved in the care planning process, with plans in place detailing how people prefer to be supported to meet their needs.

There are systems in place to ensure people are protected from harm and abuse. There is a safeguarding policy and care workers receive relevant training. Care workers know the process for raising concerns and feel confident in doing so. There is a safe recruitment process ensuring potential employees are suitable to work in the care sector. People have individualised risk assessments helping to protect their health and wellbeing. Medication management systems are safe, and effective infection control measures reduce the risk of cross contamination.

People know what care and support is available to them. Each person receiving a service is provided with a user guide. This document sets out the services aims and objectives as well as providing information on the range of needs the service caters for. People also have an up-to-date copy of their personal plan which details what care and support is provided. We were told there are good lines of communication between the service, people, and their representatives and that the service is responsive in dealing with enquiries or concerns.

Care and Support

People receive person centred care and support. People's personal plans provide care workers with information so care and support can be delivered in a consistent way. Personal plans are clearly written, they consider risks to people's health and safety and detail the practical care and support people require. We found not all personal plans we examined are reviewed in line with regulation. We discussed this with the management team who assured us the issue would be addressed. Care workers can access people's personal plans and a breakdown of people's personal care needs via an app on their mobile phones. The app also allows for the recording of daily records and incidents. The electronic system used by the service allows office staff to monitor care workers whereabouts and tasks they have completed at each call. This helps ensure people get the right care and support at the right time.

People receive a reliable service. People and their representatives told us care workers generally arrive on time and provide the right level of care and support. We were told there are good lines of communication with the service and any concerns are dealt with promptly. We were also told of the positive relationships between people and care workers. People who use the service said, *"The carers are very good, we have a laugh and a joke, they are excellent"*, and *"The carers are like family, I get on with all of them"*. Positive feedback was also provided by people's representatives, one said, *"The carers are fabulous, nothings too much trouble for them, they really do go above and beyond"*.

People are supported to maintain their health. Personal plans detail people's medical history and their current medication regime. Care workers provide support to people with medication needs where needed by following instructions documented in personal plans. There is a medication policy which supports safe practice and care workers receive relevant training. Medication administration records we viewed are filled in correctly which suggests people receive their medication as prescribed. We spoke to the management about strengthening medication audits so that they show what action has been taken if discrepancies have been identified. The management assured us they would address the matter. We saw the service has appropriate infection control measures. Care workers follow guidance set out in the infection control policy and have access to a plentiful supply of personal protective equipment (PPE). People told us care workers always wear PPE when delivering care and support which helps protect them from communicable diseases.

Leadership and Management

The recruitment process is sufficiently robust and demonstrates staff's fitness to work with vulnerable people. Pre-employment checks including Disclosure and Barring Service checks, references from former employers and employment history checks are completed. We saw not all staff are registered with Social Care Wales the workforce regulator. However, the management told us many staff are currently going through the registration process and would soon be registered.

Improvements are required to ensure care workers are sufficiently trained and supported in their roles. Newly appointed care workers complete a structured induction where they complete training and shadow experienced members of the team. Care workers told us they found this useful as it provided them with the skills needed to deliver good quality care and support. Refresher training is provided in core areas such as medication administration, safeguarding and moving and handling. Examination of training records showed not all care workers are up to date with their training requirements. Care workers can discuss their development with the manager during supervision sessions. Records we viewed relating to supervision sessions showed not all care workers have received the required level of formal support. We told the management these are areas for improvement which we would expect to be addressed by the next time we inspect.

There are systems in place to monitor the quality of care provided. The RI regularly meets with supported people and staff to gather views on service delivery. This helps inform improvements within the service. Every six months a review of the quality of care provided is completed. Following this review a report is published. We looked at the latest quality of care reports and found they could be strengthened so they better evidence occurrences at the service over the six-month period. We discussed this with the RI who assured us they would address the matter.

Policies and procedures support safe practice. We viewed a cross section of the services policies and procedures including safeguarding, medication, and complaints. We saw these documents are aligned with current statutory and best practice guidance. They are kept under review and updated when necessary. Other written information we looked at included the services statement of purpose and user guide. We found both documents are reflective of the services provided, however, the user guide requires a minor update to ensure it contains all the regulatory required information.

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 provider is not compliant with regulation 36(2)(c)&(d). This is because not all staff are up to date with their training requirements and some staff have not received the required levels of formal support	Not Achieved
35	The provider is not compliant with regulation 35(2)(d). This is because some of the required recruitment information was missing on some of the personnel files we viewed.	Achieved

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