



Inspection Report on

CLCA Company Ltd

**The Granary
Condover Mews
Shrewsbury
SY5 7BG**

Date Inspection Completed

16/05/2024

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About CLCA Company Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	CLCA Company Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	19th September, 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

CLCA Company Ltd is a domiciliary support service providing care and support to people in their own homes throughout the Powys region. The service provides good-quality care and support to people with complex needs. People are supported through a personalised approach to care and support, from consistent care staff who know them well. Overall, people we spoke with were happy with the service they received and are treated with dignity and respect. Care staff told us they feel supported in their role.

Arrangements for the effective oversight of the service have been strengthened, with appropriate quality assurance systems in place to identify areas for improvement at the service. The Responsible Individual (RI) works closely with the manager and clinical team. Robust processes for the safe recruitment of staff have been introduced to strengthen the safeguarding of people. Policies, procedures and staff training equip care staff with the knowledge and skills to safeguard people using the service within Wales.

Well-being

People receive personalised support which promotes their health and well-being. Consistent care staff get to know people well and how people prefer their support to be provided. This supports care staff to identify when people are unwell at an early opportunity. Care workers take a proactive approach to supporting people to remain well and encourage people to be as healthy and independent as possible. Where people are unwell care workers liaise with other health and social care professionals as required. This means people receive the right care and support. A person using the service told us, *“The staff are kind enough, they are polite enough. They treat me well.”*

People are treated with dignity and respect because care staff are courteous, kind and know them well. Consistent staffing enables people to develop positive working relationships with care staff. A person using the service told us staff make them feel safe and are polite. A person using the service told us, *“My current carer is fab, is good at their job and is so discreet.”*

People’s voices are heard. The service seeks regular feedback from people through satisfaction surveys, on the quality of care and support received. The Responsible Individual (RI) also visits the service and uses the experiences and views of people to identify improvements that need to be made. People who are not able to communicate their wishes verbally are supported to do so in other ways.

People are protected from abuse and harm. A range of up-to-date policies outline and reinforce positive care practices. Care staff receive safeguarding training and understand their responsibility to report concerns. A strengthened recruitment process supports safe staffing arrangements. Ongoing training opportunities ensure staff are sufficiently skilled to carry out their duties. People can raise concerns about the service should they have the need to do so. We were told that management are responsive to any issues raised with them. A person using the service told us, *“[Management] always responds and listens and takes on board what you are saying.”*

Care and Support

People are happy with the standard of care and support they receive. People we spoke to told us care staff treat them kindly, with dignity and respect. The service recognises the importance of consistent care staff. People receive care and support from care staff they get to know. Care staff are motivated in their role and want to provide a good standard of care. A person using the service told us they have good relationships with care staff.

Personal plans are clearly written and detailed. Plans describe each person's support, including nutritional needs, care and medication requirements and the support required to access social opportunities. In addition, detailed assessments support care staff to deliver care safely, whilst promoting and maintaining people's independence where possible. People receive visits from the clinical team who review the care and support being provided. People are initially involved in planning their care and some people are involved in reviewing their care and support. A person using the service told us, "*I was very involved in the first plan*".

People are supported to access health and social care professionals when needed. Care staff are trained to respond to events and the service refer on to the relevant agencies. Referrals are made to external health and social professionals as and when required. Records are kept of previous appointments with health and social care professionals for reference as required.

Systems are in place for the safe management of medication within the service. People receive appropriate support with their medication, which helps to maintain their health. Staff receive training to ensure they have necessary skills to administer medication.

People are protected from harm and abuse. Care workers have completed safeguarding training. All staff we spoke with have a good understanding of how to report matters of a safeguarding nature. The service provider's safeguarding policies and procedures provide staff with sufficient information on safeguarding within a Welsh context. The safeguarding and whistleblowing policy details the required information, including information on how to report concerns to an independent external service.

Infection prevention and control procedures are good. All care staff receive appropriate infection control training. Personal Protective Equipment (PPE) is available to staff. Detailed risk assessments give information to care staff on how to undertake tasks to reduce risk.

Leadership and Management

The statement of purpose clearly states what people can expect from the service, and the service reflects its content. The service provider routinely seeks feedback from people using the service through surveys, to review the quality of care being provided and to look for ways to improve the service. The responsible individual (RI) undertakes timely visits to the service, as required by Regulations. Effective quality assurance processes enable effective oversight. The RI can identify where the quality and or safety of the Welsh service is being compromised. The service also notifies Care Inspectorate Wales of significant events.

There have been changes to the management of the service. The service has recently appointed a new manager who has taken over the day-to-day operation of the service. The new manager is working towards being appropriately registered with Social Care Wales (SCW), the social care workforce regulator. The manager receives support from the RI and is supported in their role to ensure the service operates in line with Regulations.

We were told that the management team are approachable and always there to help or advise care staff when required. The service operates an on-call system giving people and care staff access to support as and when needed. A member of care staff told us, *“I can even call [the RI] after midnight and she will answer straight away. We work like a family. I feel well supported.”*

The service recognises the value of consistent care staff for people. The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. The service has strengthened their safe recruitment procedures. Staff personnel records contain all the information required by Regulations to ensure they are safe and fit to work at the service and have procedures in place to mitigate risks when necessary. Disclosure and Barring Security (DBS) checks are in place and current. The service continues to work towards all care staff being appropriately registered with SCW.

Newly appointed care staff complete an induction programme which includes, training, shadow shifts and spending time reading people’s plans prior to working with them. Staff training records indicate care staff have completed most training appropriate to their role. The service provider supports staff development through supervisions, daily discussions, staff meetings and clinical team visits. A member of care staff told us, *“We talk about what is going well and what you need and any worries. If I call the office for the people I work with, they respond quickly and are friendly too.”*

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
26	The service provider cannot be assured the service is provided in a way which ensures people are safe and protected.	Achieved
35	The service provider cannot be assured that all care staff are safe and fit to work at the service as not all staff personnel files contain the regulatory information required.	Achieved
6	The service provider cannot be assured the service is provided with sufficient care, competence and skill. The service provider cannot be assured that there are sufficiently robust safe recruitment and vetting practices to protect people receiving a service. The service provider cannot be assured that service	Achieved

	oversight, safeguarding policies, procedures and staff training arrangements ensure that the service meets safeguarding expectations within Wales.	
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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

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