



## Inspection Report on

**Enhanced Healthcare**

**Enhanced Healthcare  
Glass House, Penrhos Manor  
Oak Drive  
Colwyn Bay  
LL29 7YW**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

09/07/2024

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## About Enhanced Healthcare

Type of care provided	Domiciliary Support Service
Registered Provider	Enhanced Healthcare Solutions Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	27 July 2022
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

Enhanced Healthcare provides a person-centred service to people living in their own homes, which promotes independence and achievement of their personal outcomes. Packages of care are delivered in collaboration with people and / or their representative, who are involved in all aspects of their care and support. People choose who supports them, when they want to be supported and what they want to do. Care staff are dedicated to empowering individuals to achieve their potential.

Care staff are safely recruited, well trained, and effectively supervised. The provider is dedicated to supporting the wellbeing of the staff they employ.

There are effective systems in place to monitor the quality and effectiveness of the service which helps the provider to identify areas of development. The responsible individual (RI) and manager work together closely and have regular contact with people supported and care staff at the service.

## Well-being

People have choice and control over their day-to-day life. People are fully involved in all aspects of their care and support including the recruitment of care staff and creation of care records. The provider ensures people are supported to be independent and spend their time doing the things which are important to them. This includes support with daily living, family life and recreation. The provider considers people's communication and cultural needs. People can engage with Welsh speaking staff. The provider accesses a Welsh speaking initiative to support with translation and daily use of the Welsh language.

People are supported with their health and wellbeing. The provider ensures people are supported to access health appointments, any guidance from health professionals is recorded within the personal plans and risk assessments. Positive feedback from external professionals reflects the hard work and dedication by the team to improve outcomes for the people they support.

People are protected from abuse and neglect. Care staff complete safeguarding training and have access to policies which support this knowledge and give guidance about who to speak to if they have a concern. The provider has a good knowledge of the safeguarding process and is confident in engaging with the local safeguarding board as needed. Systems are in place to record safeguarding concerns and update records with actions and outcomes. People supported told us they can speak to the manager and RI if they have any problems.

Medication is managed safely. The provider has a medication policy in place which is reflective of current national guidance and supports the medication training completed by care staff. We reviewed medication records and found them to be completed appropriately. There are processes in place to manage medication errors.

## Care and Support

People receive care and support which is person centred and helps them to achieve their personal outcomes. The provider completes an initial assessment with people to gather important information about their care needs, what is important to them and how they want care and support to be provided. Information gathered during the initial assessment and from other sources such as previous providers and local authority, is used to create a personal plan and risk assessment. The personal plan and any risk assessments are detailed records which inform care staff how to support the person safely, whilst ensuring people's rights are respected and that they have choice and control about how they live their day-to-day life.

People have a voice in the delivery of their care. The provider meets regularly with people to discuss their views and we saw where people raise issues, this is listened to, and action is taken. People's care and support is reviewed on a regular basis, and we saw people, their representative and other professionals participate in this process where it is appropriate and where people give consent. The provider listens to what people want from the care staff who support them and ensure people are consulted about changes to the staff team and the recruitment process, arranging meet and greet sessions with potential staff before they begin working with the person. People told us they receive support from a consistent staff team and know who will be supporting them.

Care staff are dedicated in supporting people to meet their personal outcomes and take pride in the work they do. We saw how care staff had supported people to achieve things they did not think they could, such as travelling further afield to visit places of interest. The provider has implemented the use of visual diaries which remind people of their achievements and help to encourage them to continue to grow in confidence and independence.

The provider has policies and procedures in place for infection prevention and control (IPC) and staff complete training in this area. Care staff have access to personal protective equipment (PPE) if needed.

## Leadership and Management

People receive a service which is well led by a manager and responsible individual who are present in the service daily. There are processes in place to monitor the quality and effectiveness of the service which includes audits, quality visits and speaking with people supported. Care records are checked on a regular basis to ensure quality and the manager has oversight of records of appointments, incidents and accidents which ensures appropriate action is taken where needed. We saw good examples of conversations with people about their views on the care and support they receive and where suggestions are made, we saw these are acted on.

People supported and care staff have access to information about the service. Policies and procedures include information about how to raise a concern and external contacts they can speak with for support.

People are supported by care staff who are safely recruited, appropriately trained, and supervised. The provider has a robust recruitment process in place which ensures the care staff they recruit are suitably skilled and qualified to support adults in receipt of care and support. We saw all staff to have disclosure and barring service (DBS) checks in place, and suitable references sought prior to being employed to work for the organisation. Care staff have access to an extensive list of training which is completed based on the identified care and support needs of people they work with. The performance of care staff is monitored and supported through regular supervision sessions, annual appraisals, and spot checks. The provider seeks feedback from people supported about the care staff who work with them. The provider has been nominated for an award to recognise the high level of support provided to the staff they employ.

The RI carries out their role in line with the requirements of the Regulations, conducting regular visits to review areas of service provision and seek feedback from people supported and staff working for the organisation. The quality of care is reviewed on a six-monthly basis and reflects on what has gone well, what improvements have been made and how the provider wants to develop the service.

### 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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