



# Inspection Report on

**Care Crew Dom Care**

**36 Charles Street  
Newport  
NP20 1JT**

## **Date Inspection Completed**

16/09/2024

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## About Care Crew Dom Care

Type of care provided	Domiciliary Support Service
Registered Provider	Care Crew Limited
Language of the service	Both
Previous Care Inspectorate Wales inspection	12 December 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

People are happy with the care and support they receive from the service. They told us they have good relationships with their familiar care staff. Care staff are supported to complete regular care runs which have improved consistency for people using the service. The staff rota is planned in advance with plenty of time for travel; care staff are familiar with their routes.

The service ensures people are supported in line with their personal plans, which provide detailed guidance for care staff to follow. People's day-to-day needs and preferences are considered by the service. Supervisory staff complete reviews of personal plans with people and their families to make sure care staff have up to date guidance to support them.

The manager has increased support and development opportunities for care staff; including support with English language skills for staff whose first language is not English. This has had a positive impact on people's rapport and relationships with care staff. Care staff receive frequent supervision and speak highly about the training they receive. The management team have enhanced their quality assurance processes and use these to drive improvements within the service.

## Well-being

People are supported to experience choice and control in their day-to-day life. Care supervisors meet with people to review their care and support and take action to address any issues or concerns. People's preferences are considered during reviews, and people have a say about who supports them and when. Some people told us at times there have been difficulties in communication when being supported by staff who are not fluent English speakers, however most people told us there has been great improvement in this area. Many commented on this improvement and the positive impact they have experienced with a consistent team of care staff. They told us this has supported them to develop positive relationships. One person said, *"Couldn't do better, they are really good."*

Feedback from people and their families is very positive about the care and support they receive. Care staff treat people with dignity and respect, and work consistently to support people's physical, emotional, and mental well-being. One family told us *"They give us confidence that we are in safe hands."* People are supported to remain healthy and active. People's plans outline their care and support needs in great detail which aids consistency of care. Where changes to people's health are identified, the service takes action to work collaboratively with other professional agencies such as the health board and local authority. The manager takes action to ensure people have support to access the services and support they require. Care staff receive person centred specialist training when individual needs change and if more specialist support is required. People contribute to the decisions impacting their lives. The service is working with one person to plan and deliver their own workshop to train the staff about their health conditions and how this impacts upon them.

There is a written guide to the service which outlines the opportunities available to people and explains what care and support the service can and can't provide. The guide contains information about additional support services available to people, along with guidance to enable them to access services if they require. The service has clear safeguarding policy and procedures in place and takes action when required to protect people from harm and abuse. The manager has good oversight of any safeguarding incidents and makes appropriate reports to relevant agencies. People are aware of how to raise any concerns and are enabled to do so by the service.

## Care and Support

People benefit from the care and support they receive from the service. One person told us “*Couldn’t thank them enough, wonderful.*” Changes to the staff rota have enabled care staff to attend to people consistently, which has had a positive impact on people’s relationships with them. People are complimentary about the relationships they have built with care staff, and feedback to the manager and the responsible individual (RI) about their support is frequently positive. When asked about the service one person told us they “*Would recommend them anywhere.*” They told us they had fun with the care staff and got on well with them. People recognised the improvements staff have made with their English language skills and the impact this has had on communication. This has been supported by the service with accredited language courses and additional support in service. Although the service does not currently provide an Active Offer of the Welsh Language, care staff can provide support to people in a number of languages, reflecting the needs of the community.

People are supported to be as independent as possible. People are enabled to continue to complete everyday activities in their own homes. The manager has ensured care staff receive training in Active Support, a model of care designed to enable people to actively participate in day-to-day activities. This has positively impacted people’s mental and physical well-being, with people demonstrating improvements in their mobility and community engagement as a result of this intervention. Personal plans are written in consultation with people and their families and take into account their wishes and aspirations. Personal plans are highly detailed and consider information from a range of assessments and professional sources. The service considers risks and specialist needs in the care planning process. Risk assessments provide a person centred context to enable care staff to support people with positive risk taking in a safe way. Care staff keep up to date care records of the care and support provided to people.

The service has a medication policy and procedures which align to current best practice guidance. The service supports some people with the management and administration of their medication. Where this is the case, care staff receive competency training in the safe administration of medication, and the manager audits and reviews medication processes routinely. Where any errors are identified, the service takes timely and appropriate action.

## Leadership and Management

There are robust governance arrangements in place to support the smooth running of the service. The manager has embedded systems for auditing and reviewing of processes since the last inspection. Information is collected and analysed by the manager and RI and is used to identify areas of good practice as well as areas for development. The manager has developed a culture of continuous improvement and supports the wider team to take action when required. The RI visits the service and seeks feedback from people, their families, as well as staff. Feedback is considered and used to set out actions and goals for service delivery. This is summarised in a quality of care report prepared by the RI.

There are enough staff on duty to support people effectively, at the right times. The staff rota has been reconsidered to enable care runs to be planned geographically, reducing travel time, and increasing consistency of care staff for people. Care staff told us they have enough time to carry out their duties in line with people's personal plans. The service have considered feedback from care staff relating to mileage pay and travel time and are working to increase payment to support care staff with the cost of living; this is ongoing.

Care staff are suitably recruited, trained, and supported to carry out their duties. One staff member told us *"Management teams are really great and attentive."* The service follows safe recruitment practices and supports staff to carry out qualifications in health and social care and register with Social Care Wales the workforce regulator. Essential skills are tested and considered as part of the interview process. Care staff are registered with the Disclosure and Barring Service and receive ongoing learning and development opportunities to ensure safe working practices. We saw evidence of extensive completion of training courses which are accredited with reputable bodies such as the NHS. Care staff receive timely support and supervision where competency and confidence are discussed, and objectives are set. Supervising staff receive training on how to support care staff effectively, this is ongoing to ensure the support and supervision provided is of a good quality. The service has regular team meetings where staff are able to ask questions and any changes to policies and procedures are discussed. The manager sets clear expectations for the service and supports the team to achieve these. When asked about the provider, a staff member told us *"They treat employees well."*

### 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.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
73	The RI has not evidenced they are meeting with or obtaining feedback from staff as part of their regulatory visits to the service.	Achieved
80	The new RI has not made arrangements for - (a) considering the outcome of the engagement with individuals and others, as required by regulation 76; (b) analysing the aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints; (c) reviewing any action taken in relation to complaints; (d) considering the outcome of any audit of the accuracy and completeness of records.	Achieved



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