



Inspection Report on

Home Address Ltd

**7 Vergam Terrace
Fishguard
SA65 9DD**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

31/07/2024

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About Home Address Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Home Address Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	23 March 2023
Does this service promote Welsh language and culture?	This service provides an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

This is a service which offers people person centred and individualised support from a small team of care workers who are motivated and suitably trained. The team is led by an experienced manager and responsible individual (RI) who have set the values for the service and have a strong focus on quality. Care workers feel valued and able to contribute to individuals care and support planning.

People have opportunities to do things that matter to them and care records are comprehensive and help inform care and support.

The service is both reliable and flexible and people can receive care and support in both English and Welsh as a large number of care workers speak both languages.

Well-being

People, as far as possible, are safe and protected from abuse, harm and neglect. Care workers can recognise and report any safeguarding concerns and are confident the manager would take the necessary steps to make sure people are safeguarded.

People can, to some degree, have a service in Welsh if they choose. Some care workers are Welsh speaking and others have a basic understanding of the Welsh language.

The relationships people have with those who support them is very good. Care workers are both committed and motivated to their work and to making a positive contribution to those they support and care for. Care workers feel valued and supported, describing their work as *“brilliant”* and how the people they support are *“like a second family”*.

People can do some things that are important to them. One is supported to take part in a range of activities, including aqua fit, going to the gym and also going wild swimming. Others are supported largely at home which provides other family members with some much needed respite and help.

Care and Support

The relationships people have with those who care for them is very good. There is a natural friendliness among people which shows a rapport has been built. Care workers are motivated, with one talking fondly about people and *“the bond we have with each other”* adding *“we are like a family”*. One relative describes the care workers as *“lovely, punctual and polite”*, adding how the individual *“likes to banter with them”*. Another spoke fondly about the care workers, describing them as *“very, very caring...brilliant”*.

Care records are comprehensive and person centred. There is a section with a detailed personal history and also care and support plans for a range of areas including physical and mental health, control over day to day activities and family & personal relationships. Daily records are brief and contain information about how the person spent their time, but there is little documented on a daily basis about the personal outcomes for people. Care workers find the records helpful and have time to read them. They are clearly written and the files are well organised and easy to navigate.

People's physical health needs are met. Care workers know people very well and can recognise when people are unwell. They have good relationships with people's family and discuss any concerns they have with them in order for appropriate follow up.

Because care workers know people so well, they can anticipate people's needs and are flexible in their approach, recognising and respecting people have a choice in their care and support. Depending on people's needs, care workers offer a range of support including personal care as well as more social support which helps maintain confidence and independence.

Leadership and Management

There are some robust governance arrangements in place to monitor quality. The responsible individual (RI) visits the service regularly and is in almost daily contact with the manager. The report written by the RI shows people and care workers are consulted about the service. The quality of care report is comprehensive and reflective, but quotes from previous CIW reports are included which could be misleading.

Supervision is carried out and care workers feel they get constructive feedback on their work. As part of supervision, care workers are encouraged to think about their training & development needs, to reflect on their performance and to consider future plans. In addition to formal supervision, care workers are able to talk with colleagues and managers more informally and are confident of a timely and helpful response. Annual appraisals are also carried out with care workers.

There is a good focus on professional development with care workers saying they have the training they need to safely and effectively carry out their duties. The matrix shows most training is up to date and covers a range of areas including first aid, record keeping and challenging behaviour.

Care workers are appointed following a safe recruitment process. Files are well organised and easy to navigate. They contain details of suitable references and security checks as well as a record of a comprehensive orientation and induction period when they start work at the service.

Care workers feel valued and say they work well together as a team with some very experienced care workers being complimented by the skills and ideas brought by newer staff. They can raise any ideas or concerns and are confident of getting a timely and helpful response.

Care records and staff files are stored securely.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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