



## Inspection Report on

**Moderncare**

**Moderncare  
Unit 11a Llandarcy House  
D'arcy Business Park  
Neath  
SA10 6EJ**

## **Date Inspection Completed**

11/09/2024

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## About Moderncare

Type of care provided	Domiciliary Support Service
Registered Provider	Moderncare
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17 November 2021
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

Moderncare Domiciliary Support Service is a service covering the West Glamorgan area which includes Swansea and Neath Port Talbot. The service is well regarded by those who use it and their families. The service has a well-established management team in place and there is a Responsible Individual (RI) and a manager who is registered with Social Care Wales.

People and their relatives are consulted in the development of their personal plans to ensure their wishes and needs are fully considered. These plans contain good levels of detail for care staff to follow, clearly explaining the service everyone requires. Positive risk management and empowerment supports people to achieve their goals and promote independence. The service is proactive and contacts the relevant healthcare professionals to support people's overall well-being.

Staff recruitment records were reviewed by us and met regulatory requirements. The Statement of Purpose (SoP) has been reviewed and updated to ensure they have provided an accurate description of the service provided.

We discussed with the RI the need to ensure reviews of Personal Plans and staff supervision are consistently completed no less than quarterly as required by regulation.

## Well-being

The service promotes people's rights. People have access to written information about the service and how it is provided. They are fully involved in developing and reviewing their personal plans. People told us care workers respect their wishes and support them to have choice and control over how they are cared for. People's care preferences and routines are outlined within their personal plans, which care workers can access easily. Senior staff regularly contacts people to see if they are satisfied with the service they receive. The RI told us they regularly speak with people they support and their families about what is important to them and how best to support them. Staff told us they feel well supported by the management team and commented, *"I think the company as a whole is really well run, I always have plenty of support and communication from the office while in work."*

People get the right care and support. People and their representatives participate in reviews. People said their personal plans mostly meet their needs and feel care workers include them in the development of their plan. However, we discussed with the RI that some people feel that the service would benefit from more consistency of staff. One relative commented *"There is no consistency."* Records reflect referrals are made to a variety of external professionals such as social workers and nurses. This is also confirmed by comments from visiting healthcare professionals who told us they are satisfied with the care at the service. Care workers receive appropriate training to support them in their roles.

People's relationships with others are considered during the development and review of their personal plans. These acknowledge the input of people's family and friends have in their care and support. The views of people's representatives are regularly sought as part of the service's quality monitoring process.

People are safe and protected from abuse and neglect. The service provider has safeguarding policies and procedures, which are aligned to current legislation and national guidance. Staff demonstrate sufficient understanding of their role and responsibilities. People are familiar with the care workers supporting them and value the relationships they have developed. Care workers are recruited in a safe way and have a good understanding of safeguarding and whistleblowing procedures.

## Care and Support

People receiving a service from Moderncare speak positively of both the management and care staff. Comments from people and their representatives include *“It’s excellent, I get the same consistent staff, they feel like family to me,”* and *“They go the extra mile.”* This was further supported by relatives of people receiving a service such as *“The staff are excellent, we’re very very happy.”*

People are provided with the care and support they need by staff who know them well. Personal plans are developed in consultation with people, considering existing care and support plans provided by health and social care commissioners. We discussed with the manager that reviews of people’s personal plans need to be completed as and when required but at least every three months.

People can expect to receive care and support which meets their needs. The manager and RI carefully consider any risks, and risk assessments are reviewed regularly alongside personal plans. Care staff complete electronic notes including care which is delivered in line with the personal plan and at the times agreed. Records of daily activity are recorded accurately. Records show the service provider ensures medical advice and professional help is sought when needed.

People are protected from abuse and neglect. Policies and procedures are reviewed to make sure they are relevant and up to date. Care workers are aware these are in place to guide them. Care staff are supported by management in team meetings. Staff complete safeguarding training relevant to their role and are aware of their individual responsibilities for raising safeguarding concerns to ensure the safety and well-being of individuals.

There is an appropriate medication policy and procedure in place. Audits are completed by senior staff assisting people with their medication. Most people administer their own medication but some people supported by the service are assisted to administer their own medication. This is stored appropriately in the person’s home. Staff who support individuals to manage their own medication are trained and assessed as competent.

Policy, procedures, and application of hygienic practices are in place to reduce risks of infection. Staff demonstrate an understanding of infection control and the use of personal protective equipment (PPE). We saw staff wear appropriate PPE when needed and follow correct procedures.

## Leadership and Management

People have access to information about the service. There is an accurate and up-to-date SoP and a guide to the service so people know what they can expect to receive. The relevant contact details are available to enable people to enquire about the service, make a compliment/complaint or to contact the relevant regulatory authorities. People tell us they know how to raise any concerns they may have about the service and are confident they will be listened to and concerns addressed appropriately.

Systems are in place to regularly check on the quality of care and support. People are asked their views in different ways including questionnaires, face to face visits and telephone calls. The RI completes their three-monthly reports after speaking with people, their families and records. Records show the RI invests time in speaking to people and staff for their views and reviews a selection of care records. Audits on different areas of the service takes place regularly and a six-monthly report is completed following a review of the service.

The service provider has good oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. They commented *“All residual profits will be reinvested into the business in order to enhance the well-being of employees and service users in the upcoming years.”*

People are supported by staff who are appropriately recruited and trained. Recruitment records show checks are conducted on care workers before they start work. We saw records of disclosure and barring service (DBS) checks, references and identification for care staff. The manager and RI ensure regular training is mostly completed, including specialist training to support individuals with specific care needs. Most care workers are registered with Social Care Wales (The workforce regulator) and follow the induction framework. Care workers told us management are excellent and can be contacted when needed. Supervision meetings with staff are mostly taking place at the required frequency but the service need to ensure they occur no less than quarterly. Annual appraisals provide feedback on staff performance and identifies areas for training and development to support them in their role. Staff meetings take place regularly and Care workers confirm they can discuss any issues with the manager at any time and feel listened to.

### 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	
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