



Inspection Report on

Alcedo Green Ltd

**Alcedo Care
Unit 90 Building 3
Bowen Court St. Asaph Business Park
St. Asaph
LL17 0JE**

Date Inspection Completed

07/06/2024

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About Alcedo Green Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Alcedo Green limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection for this service.
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

People receive a service which is tailored to meet their needs. They are treated with kindness, dignity and respect by care and office staff alike. Their opinion matters, and when people raise a concern or query it is taken seriously and addressed promptly. People look forward to their care visits and value the service they receive.

Care staff feel valued and appreciated by the management team and beyond. There are incentives for care staff and their efforts to deliver good quality care are recognised with awards such as 'carer of the month'. People are encouraged to participate in the service and give feedback, they are invited to nominate any care staff they feel have gone 'above and beyond' for them.

The service provider has good oversight of the service, completing regular visits and providing ongoing support to the service as it grows and develops. Management complete regular audits and review calls to clients to ensure people are receiving a good quality service.

Well-being

People are in control of the support they receive and how it is delivered. People told us care visits are arranged at times to suit their needs. If they wish, people and families can access the mobile app on which care staff record times of their visits and their care notes. Care staff respect people's wishes and treat them with dignity and respect. People told us they are supported to do as much as they can for themselves and care staff will offer to help when they are ready, supporting them at their pace. One person told us they "*will do whatever I need*" and "*nothing is too much trouble.*" Management ensures there is flexibility to change the times of calls to suit people's needs, enabling them to manage their appointments, employment, or other commitments. People are supported to achieve their outcomes. One relative told us how their loved one had been supported to access the local community and had opportunities to try new things.

Care staff support people with their health and wellbeing. The service supports a wide variety of people, some with complex care needs. A complex care nurse oversees the care of those with nursing care needs. They ensure care staff have the training and competency required to perform specialist care. They also ensure good relationships are maintained with external health and social care professionals.

Care staff are trained in safeguarding and protect people from abuse and neglect. People and care staff know how to report any concerns to management and are confident they will be taken seriously and their concerns will be acted upon.

People have formed trusting relationships with their care staff. They can have consistent staff where this is required, and preferences for a male or female care worker are met. Requests for a particular member of staff are also considered where possible. People told us they value the care staff who visit them. One person told us they are "*jolly and happy*" and "*cheer me up*". Some care staff speak Welsh, and a service could be provided in Welsh if required. Documents can also be translated into Welsh. People receive a monthly bilingual newsletter from the service.

Care and Support

People are consulted about how they would like their service to be delivered to ensure they receive care and support which meets their needs. Personal plans are person centred, focusing on what is important to the person and what they want to achieve. There is a good level of detail recorded, with a succinct summary of the tasks they require care staff to complete. Care staff record detailed notes of their visit, which give a clear picture of how each person is doing, and that care has been delivered as specified in their personal plan. People receive a monthly phone call from office staff to review the service they receive, and check if they have any questions or concerns. One relative told us the service is “*on the ball, they call to check how things are.*” Care staff complete a full review of the personal plan every three months, in line with regulation.

Care staff know people well, and people told us how much they value their visits. People described the positive impact their care package has on them, from assisting with daily living skills and shopping, to helping them access the local community. People’s daily notes recorded examples of care staff going ‘above and beyond’ to ensure the wellbeing of people.

Care staff review risks regularly and risk assessments are comprehensive, clear, and easy to follow. The service supports people with a variety of needs, some requiring complex or nursing care. Management ensures any required specialist training is completed and updated to meet complex care needs. Complex care nurses ensure regular competency checks are completed with staff and undertake regular reviews of people’s needs.

Care staff receive regular infection control training, to ensure they have the knowledge and skills to keep people safe from the risk of infection. They have a good supply of personal protective equipment (PPE) which is used appropriately.

Leadership and Management

People are supported by care staff who have appropriate skills and knowledge to provide a good quality of care and support. New staff undergo all the relevant recruitment checks, including disclosure and barring service (DBS) and reference checks. They undertake five days training to include the full manual handling passport, before they commence their roles. Care staff told us they had as many shadow shifts as they felt they needed to feel confident before completing care visits independently. Management ensure care staff training is kept up to date, and specialist training is completed as required. They can also request additional training; one member of staff told us how their request had been met. Care staff receive regular supervision and spot checks to check their competency and practice.

The service provider has systems in place to ensure audits are completed regularly to monitor the quality and effectiveness of the service. They have completed a full internal audit in the last few months, and there are also regular management auditing systems in place. Management told us their ideas and opinions are valued by the service provider and they always receive feedback for any contributions they make. The responsible individual (RI) visits the service every three months and produces a quality of care report every six months. The RI ensures they speak to people and care staff for feedback on the service. Their quality of care reports record what is working well and where improvements can be made. Any actions are clearly recorded and this evidences a commitment to continuous improvement of the service.

Care staff feel well supported by the service provider. There are systems in place to reward and compliment members of staff on their hard work. The service provider holds an annual event where office and senior staff shadow care staff for a day. Care staff told us they enjoyed their jobs and this was a good place to work. They told us they feel appreciated and management are *“really good and supportive.”*

The service provider makes investment in the service to ensure it can run smoothly. There is a pool car available for care staff to use if they need it. They have invested in specialist equipment, such as hoists, slings, and profiling beds which are used for the practical delivery of manual handling training.

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