



Inspection Report on

Clocktower Enterprises CIC limited

**The Clock Tower
Coast Road Mostyn
Holywell
CH8 9DZ**

Date Inspection Completed

24/06/2024

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About Clocktower Enterprises CIC limited

Type of care provided	Domiciliary Support Service
Registered Provider	Clocktower Enterprises CIC 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

Clocktower Enterprises CIC Limited operates a well-established day centre in the community. This domiciliary support and care service was established in April 2023 by the service provider. The service provides care visits in people's home, on a long term, short term, and respite basis. People can receive support to enable them to live independently in their own home, or to remain in the family home whilst their carers are taking a break. At the time of inspection, all the people receiving a service are also clients of the day centre.

Support staff know people well and are responsive to any changing needs. They know people's routines and have clear plans to follow to ensure these are maintained.

The manager and responsible individual (RI) have good oversight of the service and are available to provide support to the staff team. Support staff have regular team meetings and supervision to ensure they have the skills and competencies required to deliver a good standard of care and support to people. Support staff have access to the training and tools required to enable them to meet complex care and support needs.

Well-being

People's individual needs and circumstances are considered, and people are treated with dignity and respect. Support staff know people well and they are able to adapt and respond to changing needs. One professional told us the service is good at meeting complex needs, and staff are flexible and responsive as their needs change.

Support staff assist people to do the things they want to do. The service provider offers respite care for relatives and carers in people's own home, allowing carers to take a break away. For people receiving respite care, there are clear daily routines for support staff to follow to ensure consistency and familiarity. People are supported to maintain as much independence as possible and support staff are clear about the things people can do for themselves, where they require some prompting and encouragement, and when they require full assistance with daily tasks.

The service provider considers people's communication needs, including the language needs of people who speak Welsh. Their service user guide is available in an easy read format and can also be provided in Welsh. Personal plans can be translated into Welsh, and the service provides financial assistance for Welsh lessons for support staff. Support staff can also access an internet translation facility.

Support staff are trained in safeguarding and know how to keep people safe from the risk of abuse and neglect. They are confident to report any issues or concerns for people, and the support staff we spoke to told us any issues raised are dealt with effectively by management.

Care and Support

People can expect to receive kind and caring support which meets their needs. Personal plans are detailed with information about what matters to people, and the things they can do for themselves. Support staff assist them to maintain as much independence as possible. For example, we saw some people are supported to batch cook meals containing fresh ingredients, which they can enjoy independently throughout the week. Risk assessments are assessed, reviewed, and updated regularly and are consistent with personal plans. Support staff have access to clear information about people's routines, and positive behaviour support plans, which detail how to support them if they become agitated or distressed. Support staff complete daily records which evidence support is provided in line with the personal plan. People value the service and support they receive and one person told us it is "*great*."

Support staff maintain effective communication with relatives to gather information about people's care and support needs and to ensure they are aware of any issues or concerns. One relative told us care staff are reliable and the manager always lets them know if there are any updates regarding their loved one.

The service provider ensures support staff are trained in infection control and provides personal protective equipment (PPE) to help reduce the risk of infection.

Leadership and Management

People are supported by support staff who are skilled and knowledgeable. The manager ensures recruitment checks for new staff are completed, we saw evidence of current disclosure and barring service (DBS) checks and references. Support staff have access to supervision every three months and an annual appraisal. The staff we spoke to told us they feel well supported and have been able to request additional supervision as needed. One member of staff told us they “*couldn’t fault*” the management and “*nothing is too much trouble*” for them. Support staff receive all their mandatory training and this is updated regularly. They also have training in positive behaviour support and must sign to confirm they have read any updates to individual’s positive behaviour support plans.

The RI has good oversight of the service. They are heavily involved in the service and offer support to the manager and support staff. They visit the service regularly and ensure they speak to a selection of people and staff to gain their views on the service. They produce a quarterly record of their visits and a six-monthly quality of care report. This reflects on feedback for the service and considers what is working well, and any improvements which could be made. The manager organises regular team meetings, providing an opportunity for support staff to raise any queries concerns.

Support staff are allowed time for travel within their support visits, they told us they can inform the office if there are traffic delays which is then reflected in their working hours. The support staff for the domiciliary care service are also employed by the provider’s day centre and are selected for their interest in delivering this service.

The service provider ensures the service is financially sustainable. This is a new and growing service and is an extension of the well-established provider’s day centre services.

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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