



Inspection Report on

Redwood Care Solutions Limited

**27 Croft Street
Swansea
SA1 1QE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20/08/2024

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About Redwood Care Solutions Limited

Type of care provided	Domiciliary Support Service
Registered Provider	REDWOOD CARE SOLUTIONS LIMITED
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	[This is the service's first inspection since registering under the Regulation and Inspection of Social Care (Wales) Act 2016.]
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

Summary

Redwood Care Solutions provides a domiciliary support service to people in their own homes in the West Glamorgan regional partnership.

This is the service's first inspection, and they have a growing team of staff and people in receipt of the service. The Responsible Individual (RI) and manager are hands on with their approach at present whilst the service is developing. This means all staff know people well and are supported by the RI and manager.

Detailed personal plans (referred to by the provider as service delivery plans) are in place to inform care workers of what support is required. Risk assessments are in place and regular reviews are completed.

Good recruitment processes and training is in place to ensure staff feel confident and can provide a good level of care and support. The RI has good quality assurance processes in place to ensure they are working towards providing an improving service.

Well-being

People get the right care and support at the time agreed in their own homes. The RI and the team fully uphold how important choice is to people, and to do what matters to them. Staff told us *“X’s routine is respected and how things are done and what is important to them”*. Call times are maintained where possible with continuity of staff and respect for a person’s wishes and routine. The RI told us *“At the end of the day if you listen and respect what they are saying and fulfil their wishes it will be fine”*. Staff are respectful to people, and we observed them following people’s personal plans to ensure their outcomes are met.

People are provided with choice during their care calls. Currently people accessing the service do not use Welsh as a first language so the Welsh Language Active Offer is not provided. The RI will review this if it changes. We did see the team using their initiative with the use of a translating app and a translator when required for supporting people with their preferred language.

People can access the right information when they need it. We saw people have information such as the service user guide, Statement of Purpose (SoP) and the complaints policy. People also have access to the service contact numbers including the out of hours contact.

People’s voices are heard and listened to. People are involved with their assessments and planning their care and support. This ensures their well-being and independence is optimised whilst they are supported in their own homes. Information including the Service Delivery plan is agreed and signed by people, and a copy of the contract with the agency is available to them. People are involved with their reviews and their feedback is considered in how things can be improved, along with the overall quality assurance processes for the service. One person told us *“Anything we have to say, my family are in touch and we are listened to.”*

People are safe and protected as far as possible by the care staff that support them in their homes. The RI, manager and care workers communicate well as a team with good oversight in place. All staff have attended safeguarding training and have a good Safeguarding policy in place. People can access information about how to make any concerns known. Environmental risk assessments are completed for individuals. These also include individual personal risk assessments, for example mobility or medication. A contingency plan is in place for events such as adverse weather.

Care and Support

The provider involves people with their assessments and review of their personal plans. We did note, whilst no written assessments are available, it is clear an assessment is completed in order to compile the personal plan. The RI will work towards compiling and completing an assessment document in future. The personal plan (service delivery plan) details what support is required during the care calls. There is person centred information within the plan. However, 'what is important' to people and their well-being outcomes could be considered further within the outcomes section.

Overall personal plans are accurate. Reviews of the service people receive are completed by the RI as part of their oversight and quality assurance processes. These are very good and the format of them includes feedback findings, action plan and suggestions/changes. An action plan is agreed following the reviews to ensure identified improvements are implemented.

The care team provide good quality care to people in their own homes to ensure their outcomes are met and their independence is promoted. Care calls are provided at times agreed with people and people told us they had good continuity of staff which reflects the current size of the team. *'The staff I see is 3 or 4 staff which is nice – a variety of staff but not too many. Nice to see different people'* and *"I am satisfied with what I have..."* We saw manual handling practice is in line with people's manual handling plans and care delivered as outlined in people's personal plans. Staff used personal protective equipment as required and this is monitored in spot checks and discussed in team meetings.

Leadership and Management

There are clear lines of accountability within the service. The RI and manager are accessible and currently give 'hands on' support as required whilst the staff team grows. The RI and manager have good oversight with quality assurance processes. These include very good records of feedback gathered from staff and people in receipt of the service. The RI will work at compiling one overall report that summarises what is working well, what can be improved and how this will improve outcomes for people. Audits, staff spot checks and the electronic call monitoring system also enable the quality of the service to be monitored and reviewed. This includes the monitoring of call times and length of calls. It is clear the RI and manager are committed to getting things right within the service from the start. This will help them continually improve and develop as the service grows.

The RI has oversight of the financial arrangements for the service. Currently recruitment is in line with the referrals the service receives to ensure growth is in line with what can be provided.

The RI and manager ensure people have access to information. This includes the SoP and policies. We saw information is stored securely at the office premises with password protected computer storage and a locked cabinet for any paper documents. People access copies of their own documentation in their homes.

The RI and manager ensure people are supported by staff that are appropriately recruited and receive a good level of training along with ongoing supervision and support. Recruitment processes are good with Disclosure & Barring Service (DBS) checks in place. Gaps in work history are explored, and references obtained prior to care workers commencing employment. An induction is provided by the manager and RI and this includes a combination of on-line and face to face training. We were told manual handling and medication training are provided face to face. Staff are then supported with a period of shadowing. The time allocated for this depends on the staff knowledge and confidence levels. Staff currently receive individual supervision two monthly and support is also provided following monitoring calls and spot checks. Regular team meetings further enhance the communication within the team. We were told *"We don't often find problems as we train the staff and they know what is what."* Staff have told us *"Yes I am well supported"* and *"I really enjoy it. I am really well supported and the training was good."*

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.

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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