



## Inspection Report on

**Home Instead Bridgend**

**Number One Waterton Park  
Waterton Industrial Estate  
Bridgend  
CF31 3PH**

## **Date Inspection Completed**

20/08/2024

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## About Home Instead Bridgend

Type of care provided	Domiciliary Support Service
Registered Provider	W.O Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection post registration under Regulation and Inspection of Social Care (Wales) Act 2016.
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

Home Instead provides support to people in their own homes. This report is for the Cwm Taf Morgannwg and Cardiff and Vale areas. People receive a good standard of care and support from a skilled and committed team of care workers. The care and support provided enables people to maintain and improve their independence and remain living in their own homes. We saw people receive a person-centred service and are consulted about their care. Care workers have up to date information regarding people's needs which they can access from an online care planning system. Personal plans detail the best ways of providing care and support and keeping people safe. Medication management systems allow people to have their medication as prescribed. People we spoke to, and their relatives provided positive feedback on the service provided. Care workers are happy working for the service and feel supported and valued. There are effective measures in place by the Responsible Individual (RI) to monitor the quality of the service provided. People have regular opportunities to share their views about the service they receive, and they feel listened to.

## Well-being

People told us they are happy with the service and spoke positively about the quality of the support provided. One person told us *“I look forward to them coming”*. A relative said, *“She regards all the carers as friends”*. The service has a small team of care workers and people receive good levels of care worker continuity. People know the manager of the service and feel able to contact them easily. People are supported to have control over their daily lives and the support they receive is personalised.

There are measures in place helping to protect people from harm. Risks to people’s health and safety are assessed and managed. Care workers are trained to meet the needs of the people they support and are familiar with the procedure for reporting concerns. Care workers are recruited in line with regulatory requirements and supported by management. Policies and procedures help underpin safe practice.

People understand what care and support opportunities are available to them. People and their representatives are involved in the care planning process and have regular personal plan reviews to ensure people receive the right care at the right time. The service engages with people regularly to gather their views to help inform improvements.

People benefit from positive relationships with care workers and are treated with dignity and respect. Personal plans highlight how people want to be supported and contain clear concise information for care workers to follow. People’s compatibility with care workers is considered when their service commences. People we spoke to provided us with positive feedback saying they are happy with the service they receive.

This service does not currently provide the Welsh language active offer. No person currently using the service wishes to receive their care and support in the Welsh language. The service provider is aware of the Welsh language active offer, and they are committed to recruiting Welsh speaking staff in the future.

People are supported to remain as healthy as they can be. People’s medical history is documented in their personal plan. People can have assistance with their medication if required. Medication policies and procedures are in place. Staff have training and ‘spot checks’ to ensure they can safely and appropriately carry out this task.

## Care and Support

People benefit from a good standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. The service's pre-service process and documentation considers individuals' compatibility with care workers. We looked at people's electronic care files and saw they provide pro-active and up to date clear information on the individual's needs. Care workers have access to the electronic system via an app on their mobile phones. Family also have access, so they are kept up to date regarding care delivery in real time. If an individual has a complex need or health condition, specific training is provided to the care workers who support them. Personal plans are developed in conjunction with the person or their representative. They highlight people's outcomes and provide care workers with clear instructions regarding care delivery. Robust risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe.

A good standard of care and support is provided, and people are happy with the service they receive. People told us care workers follow the personal plan in place and their care needs are always met. The care provided is described by people and their relatives as "*marvellous*", "*they treat mum with kindness*" and "*I'd be lost without them*". The feedback we received also confirmed care workers arrive on time, they provide the correct care and support, and they stay for the allocated time of the call.

Support is available for people with medication needs. Should someone require support with medication, a support plan and risk assessment is implemented setting out the details of the person's medication regime. We saw there is a medication policy which is aligned with best practice guidance. Care workers receive medication training and are subject to regular spot checks where their competency for administering medication is assessed. The procedure for administration and recording is via the electronic system, this minimises the risk of errors as any issues are highlighted immediately to the manager and RI by a notification.

## Leadership and Management

The service is well led with a positive culture which helps people to achieve their personal outcomes. The manager is experienced and knows the service, staff, and supported people well. Care workers told us they feel valued and supported by the manager and RI. One care worker told us “*Management are very approachable and open to discussions*”. We looked at records relating to staff supervision and appraisal and found they are receiving the required level of formal support. This type of support gives care workers the chance to discuss their work and development opportunities with their manager. In addition to supervision and appraisal care workers attend regular team meetings where discussions regarding operational matters are held. As well as formal support and team meetings the service offers care workers additional support. There is an employee assistance programme which can be accessed if staff are facing difficulties with their work or personal lives. Other initiatives such as a retail and leisure discount platform are also available.

Care workers have access to an ongoing programme of training which is tailored to the needs of the people they support. Care workers told us the standard of training provided was good and it equipped them with the skills needed for providing good quality care and support. We looked at training records and found care workers are up to date with their training requirements.

A robust recruitment process ensures care workers have the skills and attributes required for working in the care sector. The service completes all the necessary pre-employment checks before offering a potential employee a position. On commencement of employment care workers complete a structured induction where they shadow experienced members of the team and undergo core training. Following this care workers register with Social Care Wales, the workforce regulator.

There are systems in place to monitor the quality of care provided. The RI regularly meets with supported people/relatives and staff to gather views on service delivery. This helps inform improvements within the service. Every six months a review of the quality of care is undertaken, and a report written. The service also offers various formal and informal opportunities for people and their representatives to ask questions and give feedback. Those receiving a service are supported to participate in their personal plan reviews. They and their relatives are also asked for feedback by way of satisfaction surveys annually by the national office.

Policies and procedures support safe practice. We viewed a selection of the services policies and procedures including safeguarding, medication, and complaints. We saw these documents are aligned with current statutory and best practice guidance. They are kept under review and updated when necessary. Other written information we looked at included the services statement of purpose and user guide. We found both documents are reflective of the services provided.

### 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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