Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Lewis Jones Care

50 Snowdon Street
Porthmadog
LL49 9DF

Date Inspection Completed

29/02/2024

Welsh Government © Crown copyright 2024.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Lewis Jones Care

Type of care provided	Domiciliary Support Service
Registered Provider	Lewis Jones Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	16 February 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the care and support they receive from Lewis Jones Care. We observed care workers treat people in a friendly and helpful manner. Care workers support people to engage in activities, hobbies, and daily living skills. New personal plans have been introduced and provide detail about how to meet people's needs. Risk assessments are in place to safeguard both people and staff.

Staff feel supported by the responsible individual (RI). The manager is also responsible for the management of the company's care home. The staff team are experienced, receive regular supervision and receive relevant training to support people.

The service has a Statement of Purpose, which describes the services provided.

Well-being

People have choice and control over their day-to-day lives. We saw staff are attentive and respond promptly to individuals' needs and preferences. It is clear staff know people using the service well and they communicate in the person's language of choice. People are relaxed and comfortable in the presence of staff who converse in a friendly, caring, and respectful way. Staff encourage people to express themselves and make choices such as choice of meals and activities.

People do things that matter to them. People are actively supported and encouraged to be as independent and active as they can be. People using the service are positively occupied and stimulated. We saw people are enabled to live in their own home and be a part of their community. We spoke to a person using the service and observed interactions between staff and the person, which evidenced staff were aware of the individual's capabilities in relation to daily tasks and when required support is provided.

People's physical and emotional well-being is promoted. Care workers help people to access health and social care advice when needed, which ensures people stay as well as they can. The home consults with specialist professionals regarding people's health and well-being.

People feel safe and staff protect them from harm. Staff have received training on safeguarding and risk assessments are in place to safeguard people from harm. Management assesses people's individual needs and risk assessments and work closely with health professionals to ensure people's needs are appropriately met.

Records relating to staff and the management are stored securely in the office to ensure confidentiality. People's records are held securely in their homes.

Care and Support

People have their own personal plans, which include personal outcomes in relation to people's health and well-being. People are supported to attend health appointments and contact is maintained with social care professionals to ensure people's care and support provided are appropriate to people's needs. People's personal plans and risk assessments reflect how they would like to be supported. In house monthly reports are produced to inform relatives and senior management of events of the month. The report captures activity highlights, life skills, health, daily living and personal care needs and actions required to further enhance people's wellbeing.

Regular appropriate activities and opportunities for people to pursue interests or hobbies are provided. Staff interact with people in an exceptional manner and are aware of individuals' preferences in relation to recreation. Community based activities are highly creative and promoted, which includes attending music groups, gardening sessions and trips to local places of interest. Care workers are allocated to people dependent on the persons individual activity and staff interest. One staff member is allocated to support people to go clothes shopping whilst another supports a person to attend music sessions. One person enjoys animals with plans in place to visit a local donkey sanctuary and with prior risk assessments engage with a staff members pet dog.

Strong links are maintained with people's relatives and friends. We saw craft items made by people with the support from care workers, which are to be provided as gifts to family members. Relatives maintain contact with people via a private social media website. We saw extensive positive community-based activities and support with daily living skills recorded on the social media page. These provided good interaction and positive relationships between people and care workers. One relative said they were *"very happy"* with the service provided and the staff *"are absolutely brilliant."*

There are processes in place to safeguard people. Individual risk assessments are in place and staff are aware of the importance of making the relevant referral to the local authority if they have any concerns about the people they support. Strong links are maintained with health and social care professionals to ensure people's needs are appropriately addressed. Care workers have supported one person to attend health appointments, received mobility aids and supported to purchase specialist personal equipment to further support the person to continue with activities.

Leadership and Management

There are arrangements in place to maintain oversight of the service. Processes are in place to monitor the quality of the service. There are arrangements to maintain oversight of the service, and processes to monitor the quality of the service. The RI conducts regular visits, meets people and care workers. Two monthly meetings are held between the RI, manage and senior carer to discuss people's needs and wishes, staffing, complaints, and health and safety. Evidence in quality of care reviews show the RI addresses actions needed to improve the service provided. The manager provides support for staff and oversees the management of the service**.** Staff meetings are arranged to discuss staffing, house management and training.

People are supported by a service that has a staff team who are suitably fit and have the knowledge, competency, and skills to meet their needs. All staff are registered with Social Care Wales. Records show staff have completed training in mandatory and specific subjects. Staff receive regular supervision and annual appraisals. Staffing is provided dependent on the assessed needs of people using the service.

The service has a statement of purpose, which clearly describes who the service is for and how it will be delivered. People are given information that describes the service and how to make a complaint.

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
7	The Statement of Purpose requires revision to include up to date information and legislation.	Achieved

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- Inspection report survey

If you wish to provide general feedback about a service, please visit our Feedback surveys page.

Date Published 27/03/2024