Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Procare Wales Limited (Domiciliary Services)

Procare Ltd
54-56
Kinmel Street
Rhyl
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Date Inspection Completed

25/02/2025

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About Procare Wales Limited (Domiciliary Services)

Type of care provided	Domiciliary Support Service
Registered Provider	Procare Wales Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	20 July 2023
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 and settled living in their own homes. Their communication needs are understood by staff who promote choice, control and independence. People do the things that make them happy, pursuing their hobbies and interests as well as trying new experiences. We saw lots of examples about how the service has made a difference to people's quality of life.

Support staff work well as a team and are very complimentary about the management of the service. Stable staff teams provide people with consistency and continuity of support. They told us they feel supported, valued and receive training and supervision to carry out their roles effectively. Staff comments include *"In general, ProCare Wales is well supportive towards its staff".*

There is clear leadership and management with robust oversight of the service. The responsible individual (RI) and manager feel well supported. They told us changes made since the last inspection have been positive and effective for managing the service. The RI attends meetings to share practice, lessons learnt and there are lots of plans in place to implement new ways of doing things to move the service forward. Staff commented *"It is just a lovely company and it does the job very well".*

Well-being

People have control over their lives and are involved in making choices that affect them. Personal plans include lots of information about how best to communicate with people. Staff spoke about the different methods they use including object referencing and pictorial aids. The Welsh language is also being promoted.

Peoples physical, mental health and emotional well-being needs are met. Plans contain clear and detailed information about health appointments, monitoring and any professionals involved. Staff gave examples of making appointments for people to have additional checks such as with the opticians, if they think something is not right. They also told us about health promotion offering balanced meals and encouraging exercise.

Peoples likes, dislikes and personal preferences are recorded for staff to be aware of. Staff know people very well, speak fondly about them and provide consistency and stability. They commented *"The individuals themselves are brilliant to work with and really amazing people".* Relatives told us a person *"Is happy here"* and staff said people have a good quality of life. We heard lots of success stories and saw photographs of people finding enjoyment in doing different things. This includes swimming, playing golf, going to the gym, bowling, visiting sporting stadiums and trips to Blackpool. We discussed with the RI and manager the importance of capturing all this good practice and focusing on outcomes. People are supported to increase their skills and independence and daily notes reflect this. The RI, manager and staff shared examples of people trying things for the first time and having greater access to the community.

People have positive relationships with their families through visits and other methods. Staff also look for opportunities to invite family members to come along on trips for example to the theatre. Staff have built trusting relationships with people and interactions we saw are kind, supportive and reassuring. There are opportunities for people to meet up with other people and they have formed friendships. People and staff are made to feel welcome as the management have an open-door policy. Staff said, *"The staff at the office are welcoming and friendly".*

People are protected from harm. Relatives and staff told us they are able to raise any concerns. There are policies and procedures in place and staff receive training to keep people and themselves safe. Staff comments include *"Quick to address disciplinary, whistleblowing, concerns taken seriously, always proactive".*

Care and Support

People have up to date personal plans. Plans are comprehensive taking in to account what has happened in their past, present and looking to the future. Plans focus on what people can do for themselves and what they would like support with. These are reviewed and changed as needed. Staff told us there is enough information in plans and risk assessments which are discussed a lot with the team and actions are taken. Staff comments include they feel *"Listened to and trusted when making observations about the service users".*

People are provided with good quality care and support through a service which involves them and their personal wishes and risks are considered. Documentation is used to monitor peoples progress in different areas of their lives and advice is sought to provide additional support for them and their staff teams. Relatives commented on *"The turnaround time for intervention by the management is spontaneous".* They said they would recommend the service because of *"Empathy, professionalism within the team, good quality of services rendered, great communication and a very positive environment".* Staff told us people's lives have changed dramatically and the manager spoke about people moving from restrictive environments to now *"Flourishing"* in their own homes with the right support. The manager referred to the level of expertise within the service helping people to move forward in their lives, commenting *"It's a privilege, makes me happy, really proud".*

Person-centred support is offered by staff who respect people's wishes and preferences. We saw photos of people achieving their goals of what is important to them and enjoying various activities. This includes going to work, shopping, visiting cafes, going on day trips and social events and discos. Football sessions are offered each week by the manager which brings people together, increases their skills and confidence and makes them feel part of a team. This also helps support people with exercise and healthier eating in a fun and supportive way. Staff spoke about positive risk taking, provided examples of supporting people to try new things and persevering with this to further enhance their quality of life.

The provider promotes hygienic practices and manages risk of infection. There is an infection control policy in place and staff receive training.

Leadership and Management

People are supported by a highly motivated, skilled and dedicated staff team. Robust recruitment processes are in place and staff register with Social Care Wales, the workforce regulator. The RI recently attended an employment roadshow and spoke about finding the right staff for the service. Staff told us they have opportunities for learning and development, commenting, *"Training is really good"* and said their training is up to date and they are informed when any refresher training in due. Staff are complimentary about the trainer who *"Makes it interesting*" and *"Is very good on it".* We saw a practical training session taking place. There has been an external review of the induction and training to make changes to continually improve the service.

Staff feel very well supported, attend team meetings and have supervision sessions more often than required to raise and discuss any issues. Staff told us they get on well with each other and can also speak with the manager, team managers, RI and managing director who are all approachable. Staff comments refer to the *"Whole team in ProCare, everyone helps"* and *"I feel everything works really well within the company, we have regular meetings and supervisions to make sure the staff are happy in the job role"*.

Staff are complimentary about the management of the service. Comments include *"Management is brilliant at helping any staff think of things that can contribute to the individual's life in making it as good as it can be".* They also said, *"Anything that needs addressing is always easy to sort out, our community manager is extremely hands on and always a phone call away or even being able to visit the office"*.

Governance arrangements ensure a good quality service is provided for people. The RI carries out three monthly visits and six-monthly quality of care reviews to look at what works well and identify areas for improvement. The RI attends weekly meetings with the manager and monthly senior management team meetings to discuss plans for the service. They also attend external meetings to share practice, lessons learnt and any updates to continually raise standards. Relative's comments about what is working well include *"The synergy within the team and the zeal to improve on quality of services provided daily as there is constant communication".*

There is innovative leadership and management. The RI implements things they have learnt, passing this on to the manager who in turn uses this with the team managers. The RI told us *"I've also seen enormous benefit to both myself and the whole management team through the mentoring/ coaching opportunities that are made available to myself".*

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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