Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Care One 2 One

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23 Bartlett Street
Caerphilly
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Date Inspection Completed

15/08/2024

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About Care One 2 One

Type of care provided	Domiciliary Support Service
Registered Provider	Care One 2 One Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	[05 February 2024]
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People can be assured they receive a good standard of care from this provider. People like their care workers and told us they "*Have no problems or complaints"* and are *"Happy with my care*." All people using the service have assessments and personal plans to ensure they receive appropriate levels of care and support.

Care workers are happy in their job roles and speak positively about the support they receive from managers. One care worker told us they wanted to "*Progress within the company*" and another told us "*It is a great place to work".* Care workers are supported to access regular training and supervision.

The Responsible Individual (RI) has made great efforts in implementing improvements to the service. These have had a positive impact on the whole service, but with particular emphasis on the development of people's personal plans, staff induction and recruitment processes.

Well-being

People are supported to be involved in the care they receive, by sharing their views and opinions which are included in their personal plans. People and their families are involved when these plans are reviewed. Personal plans contain wellbeing goals, and document how people are supported to achieve these goals. Wellbeing goals are reviewed in a timely manner and updated when appropriate. People have choice and control over their daily lives as much as possible. People are supported to be as independent as they can be and supported by care workers with tasks when needed. People are treated with dignity and respect; people told us care workers spend time with them and they have good working relationships. People told us they are happy with the care workers who support them and that care workers are "*Helpful in so many ways*". Families are involved in people's care and are involved with planning and reviewing their loved one's care and support. Families can access the electronic care management system via an online portal to see the care their relative receives.

There is an electronic call monitoring system in place to ensure care calls are organised in a timely manner. This is a live system and staff monitor this to ensure care calls are on time, and ensure any issues are recognised and acted on quickly. This ensures people receive their care at the times they expect, and any issues relating to timekeeping are identified quickly. People told us they are happy with the time they receive their care calls.

There are safeguarding policies and procedures in place to protect people from harm and abuse. These policies contain up to date legislation and set out procedures to be followed by staff should any issue occur. Importantly, people feel safe in the way they receive their care.

The service provides the Active Offer of the Welsh language. At the introductory meeting everyone is invited to use Welsh if they would like. The service currently makes available documentation in Welsh if required and have a Welsh speaking staff member. The service also celebrates Welsh cultural events and make sure all greetings are delivered in Welsh as well as English.

Care and Support

People's personal plans are individualised and include opinions and views made by people and their families. All plans viewed during this inspection include people's likes and preferences, as well as things they do not like and information about themselves, and their social history. Personal plans set out details of how people would like to be supported and this information is tailored for each person. All plans are reviewed in line with regulatory timescales and comments from people and their families included in these reviews. Personal plans are contained within the mobile app used by care workers making information accessible and easy to use. Care workers can access people's personal plans and see a detailed breakdown of the tasks to complete at each care call. Care workers complete the tasks as set, and complete written notes for each care call.

People using the service are happy with the care they receive. People told us care workers are friendly and they "*Have a laugh together*" and people also told us they are "*Happy with the care*". An initial assessment is completed to ensure the service can meet people's needs. This is a thorough document and includes people's preferences of care call times; these are reflected in people's personal plans. There are risk assessments in place for people using the service to promote and maintain safety. These risk assessments are of a good quality and promote people's independence with the need to ensure people's safety. Risk assessments are reviewed in line with regulatory timescales. There is sufficient staffing available to meet the needs of the service. If people are supported with their medication, they have a choice of using either a paper or electronic Medication Administration Record (MAR) chart. Each person's choice is clearly documented and there are systems in place to review the MAR to ensure safety and so any errors are quickly identified, and appropriate action taken if needed.

There are plentiful supplies of Personal Protective Equipment (PPE), to all care workers. The service has also introduced increased infection and hygiene protocols to be completed by all care workers at each care call.

Leadership and Management

The RI is currently acting as the registered manager and is supported by a management team including senior care workers and office-based staff. The RI has good oversight of the service and has introduced new systems to organise and delegate tasks effectively. The Service User Guide and Statement of Purpose are up to date and accurately reflect how services are delivered. The RI is compliant in their regulatory duties and completes all required visits and the Quality of Care reports in a timely manner.

Care workers are happy working for Care One 2 One. They told us managers and senior carers are "*Very supportive*" and the service is "*A great place to work*". All care workers receive good quality and regular supervision sessions at more frequent timescales than set in regulations. Annual appraisals are completed where applicable. There are high levels of compliance of mandatory training courses and there are also bespoke training courses available for senior care workers and management to support their managerial responsibilities. Care workers are provided with sufficient time to complete required training courses which are taken over numerous days. Written tests have been introduced after the completion of key training courses, including medication management and dementia awareness to ensure care workers are confident and competent after completing training courses. Team meetings happen regularly and actions from the meetings are addressed. There is good oversight of compliments and complaints received by the service. What has been done to address a complaint and any lessons learnt are clearly documented. There is a similar system in place for the oversight of incidents and accidents. The RI also considers any trends or themes arising from this information to make any improvements required within the service. There are enough staff to meet the needs of the service.

Care workers receive a robust induction at the commencement of their employment including training and support of an experienced care worker before being able to complete work independently. All staff are required to complete a probationary period when they commence in post, and formal appointment can only be approved by a manager. There are safe recruitment practices within the service, and all staff have undergone a check with the Disclosure and Barring Service (DBS), and staff are registered with the workforce regulator Social Care Wales. Staff files are thorough and are audited regularly to ensure they contain all required information.

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
35	Safe recruitment practices should be more robust to ensure care workers have the necessary skills, experience, and character to support people	Achieved
36	The service provider does not have safe and effective standards of care and support which protects, promotes, and maintains the safety and wellbeing of people receiving a service.	Achieved
21	The service provider does not have safe and effective standards of care and support which protects, promotes, and maintains the safety and wellbeing of people receiving a service.	Achieved

66	The Responsible Individual (RI) does not have sufficient systems and processes in place to enable sufficient oversight of the service.	Achieved

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 inspection	N/A
8	More robust internal monitoring and auditing is needed to give assurance on the quality of the service.	Achieved
41	More robust monitoring of the Electronic Call Monitoring system is required to ensure people are receiving care in-line with their personal plans.	Achieved

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