



Inspection Report on

Coleridge Homes Ltd TA Home Instead

**Home Instead Senior Care
Kingsway Fforestfach
Swansea
SA5 4DL**

Date Inspection Completed

5 April 2022

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About Coleridge Homes Ltd TA Home Instead

Type of care provided	Domiciliary Support Service
Registered Provider	Coleridge Homes Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	4 July 2019
Does this service provide the Welsh Language active offer?	Yes. 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

Coleridge Homes Ltd TA Home Instead provides a domiciliary support service to people living throughout Swansea and Neath Port Talbot. It is operated from a well-equipped office located in Fforestfach, Swansea. The manager, who is registered with Social Care Wales, is responsible for the day-to-day running of the service, overseen by the responsible individual (RI). The service communicates well with people and has organised administrative systems. Written information about the service, including its policies and procedures, is available and accessible.

The service recognises what really matters to people and strives to deliver the best possible care. People have confidence in the service, which is reliable and caters for their individual needs and wishes. Care workers make sure people receive appropriate care and support, in line with their personal plans. People's views about the service are valued and respected. The service is monitored closely to ensure it is meeting people's needs and expectations. Care workers are motivated and valued in their roles. They are appropriately recruited, trained and supported.

Well-being

The service promotes people's rights. People have access to written information about the service and how it is provided. They are fully involved in developing and reviewing their personal plans and can access their records via a secure website. People told us care workers respect their wishes and support them to have choice and control over how they are cared for. People's care preferences and routines are outlined within their personal plans, which care workers can access easily. People are regularly contacted by senior staff to see if they are satisfied with the service they receive.

People receive a good quality service that promotes their health and well-being. An electronic monitoring system allows senior staff to track the delivery of care calls, including the activities performed during visits. People receive appropriate care and support, as set out within their personal plans. These are regularly reviewed and updated as needed, to ensure they remain appropriate. The service promotes a good standard of hygiene and infection control. Care workers receive appropriate training to support them in their roles. Assessments are carried out to ensure care workers have the required skills and understanding to perform moving and handling procedures and manage people's medicines. People told us they are happy with the care and support they receive and are confident the service would address any issues they encounter.

The service has systems in place to help protect people from harm and abuse. People are familiar with the care workers supporting them and value the relationships they have developed. Care workers are recruited in a safe way and have a good understanding of safeguarding and whistleblowing procedures. Senior staff regularly monitor care workers' practice to ensure they are providing safe, appropriate care. The service has a clear safeguarding policy that reflects Wales Safeguarding Procedures. The complaints process is outlined within the service's key documents, which people have easy access to. The service is well managed. Standards are regularly assessed by the RI and other members of the management team. Service improvements are made based on the findings of internal audits and feedback from those using the service.

Care workers offer companionship and support people to do things they enjoy. People's relationships with others are considered during the development and review of their personal plans. These plans take into account the input people's family and friends have in their care and support. The views of people's representatives are regularly sought as part of the service's quality monitoring process. With permission, family members can access people's electronic records, including activity logs and care and support plans. This gives them reassurance about people's well-being.

Care and Support

The service carries out assessments to determine whether it is suitable for meeting people's particular care and support needs. It gathers information about people's backgrounds and identifies the outcomes people hope to achieve from the service. Personal plans are developed in consultation with people, taking into account existing care and support plans provided by health and social care commissioners. People can access their care records at any time through a password-protected digital portal. They are provided with written information about the service before signing a service agreement. The service uses an electronic system for scheduling and monitoring care calls. People told us they can rely on care workers to attend their calls when expected, and to give them the time, care and support they need and want. We found that care workers are generally given enough time to travel between calls, although the service will keep this under review to ensure call times are realistic and meet people's expectations.

Care workers keep electronic records of the care and support they provide. The system outlines the essential tasks care workers must complete during each care call. These act as a prompt for care workers and allow care delivery to be monitored by office-based staff. Care workers confirmed they can easily access people's personal plans electronically, which are well detailed and include important information about people's care needs and preferences. People receive appropriate support with their medication. Care workers are required to complete medication training and have their competency assessed before administering people's medicines. Records show that care workers support people in line with their personal plans. The service is working with care workers to further improve the quality of their care recordings. This is to ensure they consistently capture people's well-being, allowing trends to be identified and the suitability of care arrangements to be continually assessed.

The service has infection control measures in place to reduce COVID-19 and other infection risks. Care workers carry out regular lateral flow testing in line with current guidelines. People told us care workers always wear personal protective equipment (PPE) when supporting them. We saw an ample supply of PPE within the service's administrative office, which care workers can access as needed. People told us care workers handle their belongings respectfully during care calls and leave their property in a clean and hygienic condition. The service has a clear and up-to-date infection prevention and control policy. Care workers told us they can access policies easily online and receive important updates regarding COVID-19. Records confirm that care workers complete training courses in relation to putting on and taking off PPE, hand washing and infection control. Hand sanitiser and face masks are available to visitors within the entrance area of the administrative office. We found the office to be clean and well organised.

Environment

The quality of the environment is not a theme that is applicable to domiciliary support services as people are cared for in their own homes. However, we made the following observations:

The service is run from a well-equipped administrative office that has an on-site training facility. A record is kept of visitors entering and leaving the office. Confidential information is stored securely.

The service carries out environmental risk assessments relating to people's living environment. Personal plans identify how environmental hazards should be minimised, so people receive their care and support in the safest way.

Leadership and Management

Care workers are appropriately recruited and trained. Records show that the required recruitment checks are carried out before new care workers are employed. This includes a criminal check via the Disclosure and Barring Service (DBS). There is a system in place to ensure these checks are renewed every three years, as is required. Care workers are supported to complete the All Wales Induction Framework for Health and Social Care, as required by Social Care Wales (SCW). Records confirm that care workers complete mandatory training as part of their induction, which includes safeguarding vulnerable adults, moving and handling, food safety and basic life support. New care workers shadow more experienced staff after completing their induction training. Care workers described the induction process as thorough and motivating; they confirmed it prepared them well for their roles. Ongoing learning is encouraged as care workers are notified about additional training courses, which they can access and complete via an online learning platform.

The service received a leadership and direction score of 92% following its last staff survey, indicating that the office is effectively managed and well led. Records confirm that senior staff regularly observe care workers' practice during care calls and request feedback about the relationships they have developed. Care workers receive formal supervision and annual appraisals. These allow them to review their contractual hours, reflect on their learning and development needs and discuss the service's systems and procedures. Monthly newsletters have been introduced to improve communication with staff. Recent newsletters included a reminder about whistleblowing procedures and updates about staff recruitment and COVID-19 testing requirements. Care workers receive recognition for their work through 'Caregiver of the month' awards, 'Magic Moments' and 'Work hero' awards. A

'Praiseworthy' platform also allows staff and people using the service to share kind words with one another.

The RI closely monitors the service. He formally assesses standards every three months and has regular contact with people during assessments and reviews. The RI is supported by an operations manager who ensures the service is compliant and meeting expected standards. Six monthly quality of care reviews are carried out with a view to making improvements. A client experience coordinator has recently been appointed to support the ongoing monitoring of the service and to increase training and support for staff. Senior staff regularly call or visit people to review their personal plans and to check whether the service is meeting their needs and expectations. We found that changes to personal plans are made in response to the feedback people give. People and their relatives have reported to be very satisfied with the service they receive:

- *'Care givers very punctual and reliable... I'm very grateful'*
- *'I am thrilled with the care'*
- *'I consider your service to be excellent... The support team is being an invaluable help to my mother'*

The service has a well-presented statement of purpose and written guide; these documents set out the service's aims and objectives and explain how these will be met. We found that the service achieves what it sets out to provide: *'supportive care and companionship which both enables and encourages our clients to maintain their wellbeing and remain independent, in their own homes, for as long as possible'*.

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

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