Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Right at Home Bridgend and Vale of Glamorgan

Unit 3, Red Dragon Court, Bridgend Industrial Estate, South Road, Bridgend, CF31 3PT

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https://www.rightathomeuk.co.uk/the-vale

Date(s) of inspection visit(s): Date_Inspection_Visits_Do_Not_Delete

Service Information:

Operated by:	E&G SENIOR CARE LIMITED
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	METADATA_AO

Ratings:

Well-being	METADATA_WEB
Care & Support	METADATA_CAS
Leadership & Management	METADATA_LAM

Summary:

Right at Home Bridgend and Vale of Glamorgan provides care and support to people in their homes. This report is for the Cwm Taf Morgannwg and Cardiff and Vale areas. The service aims to promote individuals' wellbeing and independence to enable them to remain living in their own homes.

People experience excellent wellbeing outcomes because the valuable support people receive helps them to live well, maintain and improve upon their health. People's desired outcomes are understood and they have as much control as possible over their day to day lives. The care and support people receive is excellent because care workers know people well and they have detailed and up to date personal plans. Plans for people's care and support are co-produced with the person, their representatives, relevant professionals and the service provider. Leadership and management is excellent because the provider has highly effective oversight of the service. People and staff provide feedback which contributes to assessing care quality and improving the service. Care staff are safely recruited and receive a thorough induction and ongoing training.

Findings:

Well-being METADATA_WEB

People speak positively about the service and the care and support they receive. People develop good rapport and highly effective working relationships with care staff, providing people with a sense of security. This is because the service values positive relationships in promoting good well-being. A member of care staff told us, "*Giving people choices is a key part of providing quality care. I do this by involving them in decisions about their care, respecting their preferences, and offering clear, simple options*". The compassionate leadership at the service, promotes and enables compassionate care for people. A relative told us, "*The carers that visit are always very friendly and considerate, taking time to chat as well as performing tasks*".

With few exceptions, people are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. The service supports independence and choice through proactive risk management. People are encouraged to identify their own goals and outcomes and develop achievable tasks to lead them to their goal. People's rights are respected, and they are supported to make their decisions safely.

People are supported to stay as healthy as possible and get the right care at the right time. People's care and support needs are reviewed, with personal plans adapted as needed. The service works with health and social care services, reporting and referring issues as they arise. Guidance from other professionals is acted upon and informs personal plans. People are supported to receive their prescribed medication as directed in line with local procedures. Infection control measures are used to protect people.

Systems are in place to help protect people. The service ensures staff are recruited safely and all relevant checks are completed prior to employment. Care staff receive ongoing training to support them to have the correct knowledge and skills, including safeguarding training. The service identifies potential risks to people or care staff and develops plans around how to manage these. People have access to information to help them raise issues. The service provides a written guide, containing practical information about the service and care provided, and information about the complaints process if needed.

Care & Support

METADATA_CAS

People receive an outstanding standard of care. People and their families are extremely complimentary about the service, telling us, "*From my mother's comments, the carers that visit are always very friendly and considerate, taking time to chat as well as performing tasks*", "*My live in carer was particularly helpful post-operatively, as I was anxious, and unwell at*", "*Generally they are professional, positive and friendly, with some going the extra mile*", "*I am happy with the care provided*", "*She (the carer) is looking after me fine*", and "*I am very happy*". The provider completes effective assessments of need, and how the service will be able to meet those needs. They carry out a thorough assessment prior to a person receiving a service to ensure they can meet their needs. Personal plans are person-centred, detailed, and contain relevant and proportionate risk assessments associated with people's outcomes. They are highly effective, reflect individual needs and give the information needed to support people well. Where possible people and/or their relatives are involved in developing their plan, identifying their own goals and outcomes, and have regular review meetings. Daily recordings are detailed and give information about a person's care journey.

Infection control measures help manage and reduce the risk of transmission of potential sources of infection. Care staff are aware of and understand their responsibilities and undertake training, with an up-to-date infection control policy in place. There is access to a supply of appropriate personal protective equipment (PPE), with people confirming care staff use this when supporting with tasks such as personal care.

People are kept safe by a strong approach to safeguarding. There is a proactive and positive culture of safety in the service, based on openness and honesty. All staff members have completed safeguarding training, and there is a robust safeguarding policy in place at the service to underpin good practice. People are consistently consulted and involved in any matters that concern them. Thorough risk assessments identify any possible risk of harm to the individual or to others. There are safe medication processes in place. People are supported to take medication as prescribed and accurate records are kept on each person's medication chart. Management complete medication audits to ensure high standards of practice are maintained.

Leadership & Management METADATA_LAM

People achieve excellent outcomes because the provider has a very strong commitment to ensuring skilled and knowledgeable care staff are employed. The service provider makes sure there are enough suitably qualified and trained care workers to deliver quality care and support to the number of people currently receiving care. They recruit staff safely and provide them with consistent support to ensure people receive a good standard of quality care. We sampled staff personnel files and found they contain all the required recruitment information. This included references and a current Disclosure and Barring Service (DBS) check to ensure they are fit to work. Care staff are registered with Social Care Wales (SCW) the work force regulator. They are up to date with both comprehensive mandatory training and specialist training relevant to the needs of the people they support. Care staff spoken with feel supported by their manager and records confirm that they receive regular one to one supervision sessions. The provider recognises staff achievements and monthly 'care giver awards' and 'going the extra mile' recognitions are made. We saw care staff follow robust company policies and procedures, which supports good outcomes for people. Call schedules ensure care staff have enough time to travel between calls. Care staff have sufficient time to provide care and support to people and are provided opportunities to take breaks. The electronic care monitoring system showed that people mostly received their calls at the rostered time and staff stay for the allocated time. A member of care staff told us, "*I enjoy my job, it's different every day, you learn something new every day*".

The service is extremely well-led, with organisational arrangements, governance and oversight in place to help it run smoothly. The service has a hugely positive culture of promoting the well-being of both the people it supports and its staff. The Responsible Individual (RI) is at the heart of day-to-day operations, being extremely visible and approachable to staff. Care staff told us the RI is "*approachable, listens, and provides solutions when needed*". They maintain appropriate regulatory oversight of the service, evidencing three-monthly visits to meet with people and staff, and reviewing the quality of care provided. Robust auditing and quality assurance processes are used to identify what is working well and where improvements might be needed. We found extremely high levels of staff satisfaction, who told us, "*I feel well supported*", "*I feel valued, and my views are listened to*", "*They value staff and clients opinions*", and "*I feel valued in my workplace and I have also been able to progress in my career with the brilliant team in the office*". Policies and procedures are in place, providing guidance around staff roles, responsibilities, and how the service is to be run. The service has whistleblowing procedures, with staff understanding what these are and how to raise a concern if needed.