Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Rowan Care Limited

Unit 99 Building 6
Bowen Court St. Asaph Business Park
St. Asaph
LL17 0JE

Date Inspection Completed

16/01/2025

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About Rowan Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Rowan Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	21 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 with the service they receive. They are involved in their care and support as well as their families and other professionals. People are supported by a small team of familiar staff which provides consistency. Plans are detailed for staff to follow and their individual needs are met effectively. People's preferences are respected and their skills and independence are encouraged by staff. Reviews are held with people, families and professionals to make sure peoples changing needs are responded to promptly.

Care staff are consistently positive about the service. They feel valued, supported and have opportunities for their learning and development. They work well as a team and are complimentary about each other and the management. Relatives describe staff as friendly, kind and supportive.

The responsible individual (RI) is also the manager of the service. There are arrangements in place to ensure oversight of the service. The RI completes three monthly visits and six-monthly quality of care reviews to look at what is working well and any areas to improve the service. Opportunities for shared learning and best practice are sought with the RI attending different meetings with other providers, to gain updates as well as conferences to improve the service.

Well-being

People have choice and control over their day-to-day life. Plans are person-centred and contain important information for staff to meet people's needs effectively. They are involved in their care and support and sign to agree with their plans or nominate a person to act on their behalf where appropriate to do so.

Peoples physical, mental health and emotional well-being needs are met. Professionals are involved as and when needed with a list of contact numbers available for staff. Information about people's health needs and medication are recorded in their plans. We spoke with the RI about adding some additional information to ensure consistency. People told us, *"Great with my medication and timings"* and *"I couldn't imagine not having care provided now for myself as this always puts my mind at ease with my medication and also my families"*. People commented on *"Good communication with sharing information between myself and multi agencies".* Professionals feedback is positive, *"From observation they appear to work in a very holistic and person-centred approach, which is crucial for citizens who are usually at their most vulnerable when first engaging with services".* Newsletters are also sent out to inform people about Christmas arrangements, activities, social clubs and meals and trips out.

People benefit from being supported by a small team of familiar staff who they have positive relationships with. They commented, "*Nice small group of care staff which leads to staff consistency".* Staff told us, *"We are a small team which enables us to get to know our service-users and their needs well"* and *"We all aim to give the very best care to our service-users".* People said, *"How caring the staff are and always willing to go the extra mile, nothing is ever an issue"* and *"good companion for myself".* Relatives are also positive about the service provided and how friendly care staff are. They told us, *"Everyone is very kind, very supportive and myself and my family are at ease with the care staff and management"* and *"Above satisfied with the care provided over the time of the service".*

People are protected from harm. Assessments are carried out to keep people safe and staff receive training in different areas including safeguarding with policies to follow.

Care and Support

People have an accurate and up-to-date personal plan. Plans contain detailed information for staff to provide the right care and support. Reviews of plans are also detailed identifying what has changed and what this means for the person and staff supporting them. Reviews are held with people, families and professionals to help them make any changes.

People are provided with good quality care and support through a service which involves them, considers their personal wishes and any risks. Plans provide information about personal preferences and any specific routines. Staff told *us, "We work together to understand each client's needs, ensuring they feel supported. This consistent approach allows us to provide high-quality care and build trust with service users and their families".* They also said, *"As a team, we excel in delivering person-centred care through strong communication".* Relatives also commented positively on *"Communication with the company and the family and myself".* People and relatives told us the care and support provided is "*Excellent",* commenting *"Keep on the good work"* and a *"Reliable, caring and efficient"* service.

Staff comments include, *"I feel we provide a very caring service", "I would recommend this service because it provides high-quality, person-centred care"* and *"The team ensures that clients feel supported, valued, and cared for, fostering trust and consistently delivering positive outcomes".* Individual's outcomes are recorded, monitored and reviewed with support to achieve these. People's comments include, *"Always trying to encourage me to be independent".* People said, *"They are very caring and carry out an invaluable service for me, one which I now struggle with. I can thoroughly recommend their service",* "*How helpful all staff members are, nothing is ever too much trouble"* and *"They always went beyond expectation; we were very happy with the care and attention that was given".* Risk assessments and plans such as manual handling are carried out to keep people and staff safe from harm.

The provider promotes hygienic practices and manages risk of infection. Staff have access to personal protective equipment if needed. They also receive training and there is an infection control policy for them to follow.

Leadership and Management

Staff are recruited, trained and supported to carry out their roles and responsibilities. Staff recruitment checks are completed and they are registered with Social Care Wales (SCW), the workforce regulator. Staff feel very well supported and have one to one supervision sessions to raise any issues. Team meetings have not been held regularly and the RI told us these are being booked for staff to attend. Staff told us, *"Communication within the team is excellent, and we ensure that everyone stays consistently updated on all matters. This accessibility allows us to address challenges quickly and efficiently".* They said, *"The team works effectively together to deliver high-quality care to our service users, always prioritizing their needs to ensure they receive the best support possible".* Staff consider they have either good or excellent opportunities to learn and develop. They access both face to face and online training and the training record shows a variety of topics are covered. The RI is very complimentary about the staff team.

The RI has systems and processes in place to ensure they have oversight of the service. The RI told us they are well supported in their roles with phone calls and meetings as needed. Feedback about the service is obtained through phone calls, visits and surveys. Quality of care reviews are also completed to look at what the service does well and helps identify where improvements can be made. There are opportunities for them to share learning and best practice by attending various meetings with other providers, conferences and CIW updates to gain insight into any changes and practice to further improve service delivery.

The RI provided examples of how they promote a positive culture. They ensure a person-centred service, listen to everyone and work alongside staff. Staff are positive about the service commenting on, *"The strong communication among staff fosters a positive work culture and creates a workplace where everyone feels valued".* They also said, *"I would recommend working here because of the supportive and collaborative team environment"* and *"This collaboration between management and the team plays a key role in maintaining and improving the quality of the services we provide".* Other comments include, *"On a general level, I feel that the work culture at Rowan Care is supportive and collaborative".* They also said, *"I get real job satisfaction and am well supported by friendly colleagues and management"* and *"Our managers are approachable and an integral part of the team. They are always accessible and actively involved, which creates a supportive environment and ensures any concerns are addressed promptly.*

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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