Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Dolwen Ltd

Neuaddwen
Llanarth
SA47 0NH

Date Inspection Completed

15/08/2023

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About Dolwen Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Dolwen Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	14 February 2022
Does this service promote Welsh language and culture?	This service provides an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Overall, Dolwen Ltd endeavours to support people well. People and their relatives are enthusiastic about the support they receive and say their care workers support them as they wish. The staff team are enthusiastic and want to make a positive difference to people's lives. Care workers focus on each person's needs, to positively impact on their well-being. Care workers feel well supported by the manager and Responsible Individual (RI). Good communication channels are evident throughout the service and there are robust systems in place to monitor the quality of care provided.

Well-being

Care workers are aware of the importance of each person's well-being. People and their relatives are very happy with the service they receive from the company. They say their care workers are familiar to them, are kind, caring, respectful and professional in their approaches.

Care records clearly describe people's support needs. Relatives say they are involved in decisions regarding their family member's support arrangements: we saw their signatures on care review documents that denote agreement to their contents. They say they feel safe with the care workers who support them in their home, especially because the care workers are familiar to them. One person said, *"We've been with them for a couple of years now, and the carers are all wonderful, like part of the family."* This gives each person reassurance that their needs and personal preferences are really understood. Each person's privacy and personal information is always kept secure.

People and relatives say their care workers are rarely late and never rush them. They also say communication with the office is good. This means people can expect to receive the right support at the right time. People say they know how to make a complaint and are confident the manager would listen to them if they did. One person said, *"We haven't had to complain at all. Often, it's just a quick phone call and we get the answers we need."*

The provider offers the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. Although there are currently no predominantly Welsh-speaking people receiving support, many staff members speak Welsh and some key documents are available in Welsh if required.

Care and Support

Overall, people and their relatives are happy with the support they receive. Accurate and up-to-date care records describe how care workers are to provide people's support, to achieve their best possible outcomes. The provider considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining information from relatives and external healthcare professionals such as social workers, physios and occupational therapists, together with their assessments relating to the person. From this, the manager develops care records that describe each person's support arrangements and specific requirements. To remain current, all care records are regularly reviewed, more frequently wherever support needs changed.

People's daily support is arranged by the RI and manager from a well-equipped office. All policies and procedures are in place and available to the staff team. There is good communication between the office and employees. Each employee works a set shift each day, so there is no rushing between calls to fit everything in. We saw how each staff member is monitored 'live.' This means people can be alerted if anything delays the carer they were expecting. In addition, one person told us how appreciative they were of how flexible the carers have been, saying, *"They changed it all when I had a hospital appointment last week. No problems, they just did it, which was lovely."*

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

Leadership and Management

Overall, the service is committed to developing a culture which endeavours to ensure the best possible outcomes are achieved for people. Conversations we had with people and relatives were complimentary about the care workers who support them, and the manager in the office. One relative said, *“We don’t call the office much, but when we do, they sort things out straight away.”* Straightforward checking systems monitor the quality of support people receive on a daily basis. People and their families are regularly given surveys to feedback their opinions of the service they receive. The manager and RI identify any actions needed to improve people’s well-being in regular monitoring reports.

Three-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The staff team are familiar to people and their relatives, and care workers say they are very happy with the support they receive.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the ‘All Wales Induction Framework for Health and Social Care.’ Staff training records show employees are up to date with their essential training and care workers feel they have all the training they need to support people as they should.

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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