Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Deeside Home Care Ltd

Deeside Home Care Ltd
54 Chester Road West Shotton
Deeside
CH5 1BY

Date Inspection Completed

18/12/2024

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About Deeside Home Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Deeside Home Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	21 March 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

People can expect to receive a reliable service from care staff who treat them with dignity and respect. People are happy with the care they receive and feel comfortable to ask care staff for additional support or advice if they need it. Care staff ensure people's health needs are met and raise any concerns for people's health or wellbeing with the appropriate health and social care professionals.

The manager and team leaders are available to provide support to care staff. Care staff told us they feel well supported with regular supervision, fortnightly team meetings, and training in specialist needs. The responsible individual (RI) is also available to speak to care staff and people and address any worries or concerns. The service provider is committed to delivering a high-quality service to people and aims to continue to develop and continually improve the service.

Well-being

People can participate fully in their personal plan, ensuring their views and wishes are clear and they have a support plan which meets their needs. They are supported to maintain as much independence as possible, with care staff available to assist them if needed. People told us they deliver care with respect for their personal preferences and we saw care staff have detailed daily routines to follow. They can ask care staff to assist with additional tasks if they arise and people told us the care staff will help whenever they can. One person we spoke with told us "*I can only speak very highly of them*".

Care staff ensure people's physical and mental health needs are met. They support people to access healthcare advice and support when it is needed. Relatives told us care staff keep them informed and let them know if they identify any changes in people's health which may require attention. One social care professional told us care staff are very efficient and work well with them, offering support to monitor people and report any changes whilst waiting for appointments.

Care staff keep people safe from the risk of harm and neglect. They are trained in safeguarding and any concerns for people's safety and wellbeing are reported to the appropriate agencies. Care staff told us they have good support from management and any concerns or worries for people are acted upon promptly.

People are kept well informed about the service and receive a quarterly newsletter to keep them updated. This celebrates staff achievements, such as gaining their qualifications, and keeps them up to date with relevant news in the service and the local community. People have a user guide, which includes photos of staff members to help identify them and details about how to make a complaint. They also contain a copy of their signed personal plan.

The service provider considers people's language needs when they complete a pre assessment. Most people who use the service speak English as a first language, however documents can be produced in Welsh if requested. Some care staff speak some basic conversational Welsh, and can use some Welsh words and phrases to chat with people if they wish.

Care and Support

People are provided with the support they need to live as independently as possible in their own home. The manager or team leaders complete an assessment for all people when they join the service, considering whether the service is able to meet their needs. People have personal plans which are detailed and clear about what each person can do for themselves and the care and support they require from care staff. These are person centred, focusing on people's abilities, and with the outcomes people want to achieve expressed in words they may use themselves. Personal plans and risk assessments are reviewed regularly to ensure they contain current information. Care staff follow the plans to ensure people receive care which meets their needs. People told us they are very happy with the care provided and the positive impact the service has had on their lives, assisting them to maintain their independence. People told us care staff are "*marvellous*" and "*brilliant*" and they "*look after me well*." They also told us they are reliable and let them know if they are running a few minutes late.

Care staff ensure people's healthcare needs are met. They monitor people for any changes in their physical health or wellbeing and inform management and relatives know of any changes. Professionals we spoke to told us they prioritise people's needs and efficiently make referrals for specialist support and advice when it is required. One social care professional told us "*They are totally on the ball,*" reporting any worries or concerns to the appropriate services in a timely manner.

Care staff follow procedures to ensure medication is managed safely. Medication administration records contain clear and detailed instructions to be followed and care staff clearly record any medication they administer. Care staff have regular medication competency checks to ensure they are following safe practices.

Leadership and Management

People are supported by care staff who are skilled and experienced for their roles. The manager ensures all care staff undergo the appropriate recruitment checks and complete an induction when they join the service. We saw evidence of disclosure and barring service and reference checks for new staff. The RI is very involved in the service and attends inductions for new staff. Care staff receive supervision every three months and have an annual appraisal to consider their development needs. They also have three monthly spot checks to assess their working practices and ensure a good standard of care is being delivered. They have up to date core training and have also attended specialist training. The service is proactive in finding professionals to deliver training and there have recently been sessions in continence and stoma care.

The manager has good oversight of the service to ensure it is running smoothly. Team meetings are held fortnightly and care staff told us they value these opportunities to catch up with the team, and to receive information and training. Medication audits are completed monthly and we saw these are effective in identifying issues and taking the appropriate action when needed. The RI attends the office at least once a week and has regular contact with staff at team meetings and for the induction of new staff. They ensure they complete a report every three months which considers the views of people the service supports. They also review a selection of records and consider the outcome of any incidents or safeguarding issues if required. The service provider has achieved awards for their good service and person-centred care and they are committed to continual improvement. A quality-of-care report is produced every six months which considers what is working well and any improvements which can be made. Care staff told us they feel well supported by the manager and RI. All the care staff we spoke with enjoy their jobs and feel proud to work for a service which prioritises people's needs.

Care staff have travel time included, ensuring they have good time to complete visits. They are also paid for their time attending the regular team meetings and trainings.

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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