Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Wales England Care

Wales England Care Ltd
The Coachhouse Workshop
Phillip Street
Newport
NP11 6DF

Date Inspection Completed

23/02/2025

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About Wales England Care

Type of care provided	Domiciliary Support Service
Registered Provider	Wales England Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	28 November 2024
Does this service promote Welsh language and culture?	The service is working towards providing an “Active Offer” of the Welsh language and demonstrates effort in promoting the use of the Welsh language and culture.

Summary

People are happy with the care they receive from this service. People are supported to achieve their goals and are supported in ways they are happy and comfortable with. Personal plans are individualised and contain relevant information to guide care workers how to support each person using the service.

Care workers are happy working at the service. They feel they are treated well by managers and receive appropriate support. There are good levels of training within the service meaning care workers are skilled to perform their caring role.

The Responsible Individual (RI) is very involved in the day to day running of the service. There are good governance arrangements in place within the service. The RI is passionate about the care delivered by the service and has acted upon findings from previous inspections to make improvements to the service.

Well-being

People are in control of the care they receive by being involved in the development of their personal plans. This allows people to receive care they are happy with and ensures how people like to be supported is clearly set out for care workers to understand and follow. People are supported to be as independent as possible. Care workers encourage people to complete tasks as independently as they are able and know when to step in and provide additional support if or when needed. All personal plans reviewed during inspection contain well-being goals. These are personalised and identify what is important to each person. Care workers support people to achieve these goals. Plans also reflect people's cultural and religious beliefs which are respected by care workers.

People are kept safe from harm and abuse. There are robust safeguarding policies and procedures in place within the service. Care workers receive training about safeguarding and know what to do in the event of a safeguarding incident and how to keep people safe.

People are supported to do things they enjoy. This may be within their homes, or in their local communities. This promotes positive wellbeing. Referrals are made to external agencies when needed ensuring people's physical and mental health are protected, for example District Nurses.

The service is working towards providing the Active offer of the Welsh language. There are Welsh speaking care workers within the team able to support people in Welsh if this is their language of choice.

Care and Support

Since the last inspection, the service has fully transitioned to a new electronic care planning system. This has made recording and accessing people's personal plans easier for care workers. The service develops individual personal plans for all people they support. These plans set out people's needs, and how care workers can support people to meet these needs. The personal plans include a robust social history which includes information about people's life, their family and past employment as well as current likes, favoured items, preferences and things people don't like or enjoy. There is a detailed breakdown of all tasks care workers are required to complete at each call they make. This task breakdown is personalised, and sets out people's preferences of meals, drinks, and where care workers can find items required for each task, for example where medication is stored. Care workers recordings of their visits are detailed. An analysis of care workers arrival times showed the majority of care workers arrived within fifteen minutes of the scheduled arrival time. Care workers remain with people for the scheduled length of the call, with relatives telling us care workers stay and chat if tasks are completed quicker than expected. This enhances people's wellbeing. People told us they are happy with the support they receive. Care workers are described as "*Helpful*" and "*Chatty*."

Personal plans are reviewed regularly. Reviews include people's family or representative if appropriate, and look at all aspects of people's care to ensure any changes are reflected in personal plans. This review also provides an opportunity for people to provide feedback to the service about their experiences of how they are supported.

There are robust systems in place which support safe administration of medication. This is managed via the electronic systems in place within the service. Managers at the service are alerted to any issues so they can respond quickly to ensure people's safety. All actions taken by managers are recorded on the system.

There are good processes in place to promote positive hygiene practices and infection control.

Leadership and Management

Care workers are happy working at the service. Care workers told us they feel supported in their roles by mangers. All newly recruited care workers receive a suitable induction which includes a robust induction for the role. Care workers receive support from more experienced care workers and managers until they are confident to complete care calls independently. Since the last inspection we note there have been improvements to recruitment practices within the service. These include more robust checking of references for newly recruited care workers; however, these were not tested due to there being no recruitment within this service since the last inspection.

Care workers receive regular training to ensure they have the required skills to complete their work. Refresher training is organised when required and managers encourage care workers to complete this promptly. There is good oversight of training within the service to ensure all care workers are suitably qualified to deliver safe care. Supervision sessions happen regularly between care workers and a manager. These supervision sessions are comprehensive and include discussing work issues, as well as care workers well-being.

The RI is a regular presence at the service, ensuring the smooth running of care delivery. Regular visits with people using the service are completed, and any feedback is noted and actioned where appropriate. The RI also completes reviews of people's care to ensure quality and consistency across the service. The Quality of Care report completed by the RI provide an analysis of the service, and action plans of improvement.

There are processes to analyse any complaints received by the service. This process is comprehensive and clear. The service now records compliments received and celebrate these within the care worker team. There are systems in place to record and oversee accidents and incidents and documents any actions needed as a result of this. There are good governance arrangements in place within the service which demonstrate oversight of how the service is running.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Without full and robust recruitment checks in place people could be placed at risk of harm.	28/11/2024

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