Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

MiHomecare Cwm Taf

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Springmeadow Road Springmeadow Business Park
Cardiff
CF3 2ES

Date Inspection Completed

15/11/2024

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About MiHomecare Cwm Taf

Type of care provided	Domiciliary Support Service
Registered Provider	MiHomecare Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	31st October, 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

MiHomecare Cwm Taff is a domiciliary support service providing good-quality care. People and their families are highly complementary about the quality of service they receive from safe and professional care staff, with whom they have developed positive relationships. Personal plans provide a sense of the individual, reflect people's care needs, and are reviewed with the person and/or their representatives.

Arrangements for the effective management and oversight of the service are in place. The service is led by an accessible and supportive manager, who knows and understands people well. Good communication channels are evident. The Responsible Individual (RI) has good oversight of the service with quality assurance systems that focus on continual improvement.

Well-being

People and their representatives spoke positively about the care provided by the service. People are treated with dignity and respect and receive appropriate, person-centred and empathic care from care staff who know them. A person using the service told us, "*They are part of the family really".* People are supported to have as much autonomy over their own lives as possible. There is a small care staff team and people receive the same care staff as much as possible. This enables care staff to develop positive relationships with people. A member of staff told us, *"Making people smile, having a chat and asking them about their day is a privilege".*

People get the right care and support. Personal plans and associated risk assessments are in place and updated when there are changes. The manager and RI speak with people and their relatives frequently to review the quality of care provided. Relatives are kept well informed, and they feel confident their loved ones are well cared for. A family member of a person using the service told us, "*They do listen and they really work hard at it".* People benefit from care staff that understand their needs and preferences. This is due to a passionate and dedicated team who recognise the importance of continuity in care delivery. A family member of a person using the service told us, *"[My relative] has brilliant rapport with them all".*

People are safe and protected. They receive care and support from care staff who have been safely recruited. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered with Social Care Wales, the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the service.

Care and Support

People and their representatives are complimentary about the care and support they receive from care staff who take time to get to know them and treat them with dignity and respect. A person using the service told us, *"The [care staff] are very good. They treat me well and are always polite".*

People receive the support they require, as and when they need it. Personal plans contain the required information, including personal preferences and risk assessments to support care delivery. Personal plans are kept under regular review and are updated as required. People and their representatives are consulted on the care received. Plans give clear detail to staff on how best to support each individual. A family member of a person receiving a service told us, "*We are involved in [my relatives] arrangements and we get asked how things are, what could be better".* Care staff have access to handheld devices which contain the information they require. This allows for information to be kept securely whilst being easily accessed as required. Daily care notes provide an overview about the support provided to people using the service. Supervisors oversee care staff to ensure they are meeting people's needs. A family member of a person using the service told us, "*They supported changes in [my relative's] care that needed to happen".*

Care provided is person-centred and delivered by a small team of care staff who know people well. This ensures consistency and reliability. Care staff have developed strong, trusting, working relationships with those they care for. They demonstrate a commitment to ensuring the best possible outcomes for individuals and are passionate about their role. One staff member told us, "*It is very rewarding".*

The service has arrangements in place to safeguard people. Care workers have completed safeguarding training. All staff we spoke with have a good understanding of how to report matters of a safeguarding nature. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to. The service has appropriate arrangements for medication administration. Care staff are trained to administer medication and their competency is regularly checked. Management have sufficient processes in place to ensure people's care needs in respect of medication are met.

Infection prevention and control procedures are good. All care staff receive appropriate training on infection control. People and their representatives told us care staff wear the relevant personal protective equipment (PPE) and they feel safe.

Leadership and Management

People are provided with accurate information about the service. There is a statement of purpose (SOP) which describes how the service is provided. The service provision is reflective of information contained within the SOP.

The service operates smoothly. The manager is suitably qualified for the role, supported by the regional manager, and is in regular communication with the Responsible Individual (RI). The RI provides effective guidance and support to ensure the service operates in line with Regulations. Routine visits check people are happy with the quality of care and support and explore ways to improve. Management at the service regularly check the quality of care provided. The most recent quality of care review considered what was working well at the service as well as identifying any areas, which required further development, and how this could be achieved. Feedback is regularly requested from people using the service, which appears valued, is listened to and forms the basis for the ongoing development of the service.

We saw that sufficient numbers of care staff are deployed. People are consistently supported by a small team of care staff who know them well. The service's wider staffing resources are used effectively to ensure people's care needs are met when staffing issues arise. A relative of a person using the service told us, "*I never have to worry that staff won't turn up. They always do".* Staff recruitment records contain information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered in a timely manner with the social care workforce regulator, Social Care Wales.

Newly appointed staff complete a thorough induction programme, undertake mandatory training and a period of shadowing more experienced workers. Regular staff meetings are held to keep staff up to date with service arrangements and what is required of them under statutory guidance and legislation. Care staff training records indicate they have access to a variety of training opportunities and all staff files we viewed showed staff had completed a good level of training. A member of care staff told us, "*The training was absolutely smack on. I learned a lot."*

Care staff are provided with support, through supervisions, check-ins and staff meetings. We were told that the management team are approachable and always there to help or advise care staff when required. A member of care staff told us, "*If there is a problem, they get on to it straight away and solve it".*

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	
16	The service provider cannot be assured that personal plans are reviewed in a timely manner and as and when required by Regulations.	Achieved
58	The service provider cannot be assured they have clear arrangements for the effective oversight of safe medication administration.	Achieved

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