Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Lovine Care Limited

237b
Holton Road
Barry
CF63 4HT

Date Inspection Completed

17/09/2024

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About Lovine Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Lovine Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17 March 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

People who use the service, and their relatives, are extremely satisfied with the high standard of care and support provided by Lovine Care. People and their loved ones describe the service as *“Excellent.”*

People are enthusiastic about the support they receive saying care workers are familiar to them and support them as they wish. There are effective processes and procedures in place regarding support planning, risk management, monitoring and reviewing peoples care needs.

Care workers enjoy their work, they feel valued and are exceptionally well supported by management. They are safely recruited, and relevant training is provided, to ensure they understand the needs of the people they support. There are detailed policies and procedures in place to guide staff.

Lovine care has an extremely positive culture towards the people they support and the care workers delivering the care. The Responsible Individual (RI) is also the manager and is supported by another director who is the care manager. Both take an active role, are approachable, present and directive in the service. There are outstandingly effective measures to consistently monitor the quality of the service provided.

Well-being

People are treated with dignity and respect. Feedback from people and their representatives is extremely positive. They receive consistently high standard of care from skilled, motivated care workers, who are professional in their approach. People have formed strong bonds with their care workers and have the utmost confidence in their knowledge and abilities. One person told us *"I couldn't ask for more"*, another person stated *"Truly Lovine carers are exceptional people."* and a relative told us *"The carers go above and beyond their duties every day no question. They are kind, gentle and engaging. They show patience and discretion."*

People are encouraged to have control over their day to day lives, as far as is possible. Choices are available to people in terms of how they wish to receive their care and support. People are consistently involved in their own care and matters that affect them. Regular reviews, meetings and feedback ensure that their voices are heard. The service has a high regard for people's opinions and values feedback about the service they receive.

People receive the right care at the right time. We examined people's calls which show that people receive consistent call times so they know when staff will be arriving. One person commented *"They are always on time and spend the full allocated time with me".* Call times are agreed as a part of people's personal plans and care documents show support has been provided in line with people's personal plans. A relative said *"They are always on time and take time to be with my relative. The carers have such a positive impact on my elderly mother."*

As far as possible, people are protected from harm and abuse. People feel safe with their care workers. There is a safeguarding policy and care workers receive relevant training. Risk assessments are in place to inform care workers of risk areas and how best to support people. Any accident and incidents are reported and investigated. People and their relatives told us they feel able to raise concerns and believe the service would be proactive in their response.

Care and Support

People understand what care and support opportunities are available to them and the service works with people to develop a package of care. The service provider takes time to speak to people, getting to know them, and helping them to understand what the service can offer. Some people have a more flexible contract as part of the local authority's 'Your Choice' scheme. There are thorough and robust pre-admission procedures to ensure the service can meet the care and support needs of people.

People's physical, mental health and emotional well-being are strongly promoted. Personal plans and risk assessments are in place to inform care workers about how each person wishes to be supported as well as what staff must do to promote people's health and well-being. People receive effective care and support at a pace and frequency to meet their needs. The service arranges referrals to health professionals, if people are unable to do this themselves. Many relatives of people who receive care and support tell us of times where care workers have done more than the contracted tasks to support their loved ones.

People praise the service and care staff for their dedication and attentiveness. Several people told us their care workers are kind and caring, respectful, and professional in their approaches every day. A relative told us "*The carers themselves are brilliant. They are understanding and always meet my mother's needs. They are courteous and caring.".* Care workers are attentive, and many go above and beyond to do the little extra things that make a big difference to people to support their well-being. One person said, *"they are excellent, I love them, they are always happy and interested in me."*

Consistent care staff know people very well. Care workers instinctively recognise when a person 'is not themself' and escalate concerns so action can be taken. The service is very responsive, and any issues are quickly resolved. Communication is exceptional. A relative told us *"Lovine Care were incredibly supportive when our family situation changed and did everything, they could to help us. They are dynamic and quickly adapt to changing circumstances which was so helpful during a most difficult time."*

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. Exemplary recruitment and employment systems ensure care workers are suitable to work in the care sector, have up to date training, and are qualified and registered as a care worker. Care workers are aware of their responsibility to protect people from harm.

Leadership and Management

Overall, the provider has an absolutely clear vision of the support it wants to provide, and a genuinely positive regard for each person receiving their support. The service is committed to developing a culture of care and openness, which ensures people's wellbeing, physical and mental health needs are met. One person told us *"From the first time we made contact, Lovine Care have been totally professional, honest and most of all caring.".* A relative commented *"They really do care about their clients and go above and beyond to accommodate our needs."* All feedback received is extremely complimentary about the care and support provided, communication and the positive culture in the service.

Highly effective systems are in place to support the smooth day to day running of the service. There is a committed and competent management team who ensure the ongoing development and improvement of the service. One person said, *"The administrative side is always well organised and efficient."* Both the RI/manager and care manager participate in the direct care and day to day running of the service, and there are systems in place to monitor the quality, safety, and effectiveness of care. They are very approachable, and supportive, making themselves available to people and care workers, ensuring individuals can make their wishes known and raise issues if required.

Communication across the service is exceptional and relatives informed us the manager and staff are very supportive and helpful. A relative stated *"It is an efficient service and communication is excellent."* There is currently no electronic system in use which allows the service provider to monitor peoples call times and their duration, neither can they identify if there are any missed or late calls. However, calls are currently monitored safely via the excellent communication between service users, staff, and the office. The provider is planning on purchasing an electronic system to support audit and monitoring processes.

Care workers are extremely passionate and competent in their roles. They are safely recruited and enjoy their work. They feel valued and well supported by the management team. All care workers told us they have a very positive working relationship with senior staff, and that they feel listened to. One care worker commented *"Lovine Care is an excellent company to work for. Management has an open-door policy and make the staff feel valued and appreciated."* Regular training and competency reviews ensure care workers are supporting people effectively. Another care worker stated, *"I'm really happy working for this company it's very different to most care companies."*

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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