Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Mighty Health Care Limited

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Date Inspection Completed

15/01/2025

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About Mighty Health Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Mighty Health Care Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	16 March 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promote the use of the Welsh language and culture.

Summary

People using the service receive good quality care and support from a dedicated and committed staff team. Care workers are described as caring and hardworking. They pay close attention to people's preferences and routine, effectively supporting people to remain at home for as long as possible. People have control over their day-to-day lives and are involved in regular reviews of their care. They receive the right care and support promptly, with their individual circumstances considered to enhance their well-being, helping them to achieve their goals.

There is an excellent leadership and management team in place. Staff are guided by a skilled leadership and management team who are innovative, creative, and go the extra mile to continuously revise and improve service delivery. Management focuses on the well-being of both people and staff. The service is responsive, ensuring issues are quickly resolved, and care workers are guided by clear information on care plans and bespoke training guidance. There are highly effective systems in place to maintain oversight of the service and to monitor the achievement of people's outcomes.

Well-being

Individuals using the service are treated with dignity and respect by care staff who know them extremely well. People told us their care workers are "*Marvellous*", "*Caring", "Hardworking"* and "*Pays attention to detail*". One relative of an individual using the service told us their family member "*Absolutely loves them*", in relation to their care workers. People are supported by hardworking and dedicated care staff who are valued in their roles. The service shows a commitment to the well-being of staff and staff enjoy working for the service. The service provider has established several schemes to support staff and to promote their well-being. Most staff feedback was highly positive, with staff describing management as "*Excellent*", "*Very good*", "*Effective*" and "*Reliable*". A staff member told us, "*Management truly values employee input, which creates a positive atmosphere*".

People are in control of their care and their voice is promoted. People are fully involved in the formulation of their care records and consistently involved in regular reviews regarding their care. People told us they are kept up to date on changes and care staff are "*Very professional*." People and staff know how to raise a concern and how to raise a formal complaint, and the service is very responsive, with any issues quickly resolved. There are robust managerial systems in place, which enables the manager to have close oversight of patterns and trends to take robust and timely action.

People's physical, mental, and emotional well-being is maintained. People's health including medication requirements is well monitored, recorded and risk assessed. People's social well-being is considered, and action taken to enhance their involvement in their local community. People's care needs are met, and the service tries everything within its means to make people feel safe and happy. They are proactive in contacting relevant healthcare professionals when a need arises. The service works collaboratively with social workers to identify people's changing needs.

People are safeguarded from harm, and their safety and well-being are prioritized. The service has a robust recruitment process. Staff are closely monitored and supervised regularly. Safe practices, such as medication management and infection control, are promoted. Management keeps a close watch on accidents, incidents, staff practices and the training and supervision needs of care workers. Safeguarding and whistleblowing policies are in place, and most staff told us they are confident to report any issues.

Care and Support

People receive the right care and support as early as possible. Care workers arrive punctually and stay for the entire duration of care calls, often extending their visits when necessary. Daily care notes provide a good level of detail about people and the care given. Individuals and their representatives have praised the care workers for their hard work and thoroughness, describing them as attentive and responsive. People can trust that they are supported by staff who understand their conditions well and treat them with respect. People receive the correct medication at the right time and there is good oversight and regular auditing of medication practices by the manager.

A consistent, small team of care workers ensures people develop good working relationships. Individuals using the service receive good continuity of care, with people knowing and trusting the staff team very well. The service provider successfully retains most of their staff, allowing people to develop meaningful relationships with a familiar team of care workers over time.

The service considers people's individual circumstances. Care workers are guided by comprehensive assessments, care plans, and personal profiles that capture what is important to people, their personal outcomes, preferences, and areas where they need assistance. Personal plans outline how care and support needs will be met, showing individuals are supported to enhance their well-being and achieve their goals. People are actively involved in planning and reviewing their care, with the provider committed to understanding their wishes and preferences. Reviews of personal plans are conducted regularly, ensuring that people have a voice, and their views are considered to measure the effectiveness of care delivery in helping them achieve their personal outcomes. We observed detailed weekly pictorial activity plans for those who need them. This helps to establish enjoyable routines aligned with their preferences, aiding effective communication and meaningful engagement.

Half of people we spoke to who use the service rated the overall service delivery as "*Excellent*" and a "*10 out of 10*" service, whilst the other half rated it as good with some areas for development. Some people mentioned that there can occasionally be communication and language barriers with some care workers who are not native English speakers, but these issues do not impact on people's needs being met. The service provider is aware of this and supports staff with the appropriate training and education to continue their development.

Leadership and Management

A highly competent Responsible Individual (RI) and appointment of a highly effective manager leads the service through creative and innovative approaches. They actively network and collaborate with other agencies to learn and implement best practices. A new manager has joined the service, enhancing and improving person-centred care. The manager consistently goes above and beyond to enhance best practices and improve outcomes for people. A diverse range of training is provided, with bespoke internal consultation sessions delivered to care workers on a as and when needed basis. Personalised video and written information guides are in place to enhance staff education and engagement with the service and improve people's experience. The manager adopts outstanding proactive and personalized strategies to educate, train, and improve staff practices. One staff member summarised this as, "*The company promotes a culture of continuous learning*".

Management has a 'can do' attitude. The service creates ways to involve care staff in the service to enhance staff well-being. An electronic communication platform has been introduced to ensure updates can be effectively shared and achievements recognised. This effectively promotes staff engagement and a positive work culture. We saw several events and staff schemes to empower and improve outcomes for staff. Additionally, management organize activity days to foster community development and raise funds for charity groups.

The RI rigorously tests quality standards and produces comprehensive, detailed reflective reports. Leadership and management are highly organised and highly effective with robust oversight systems in place for analysing service delivery, including patterns and trends in relation to care delivery, medication assistance, accident and incidents, concerns and complaints and safeguarding. One community professional described the management team as "*quick to take actions and resolve any issues*". There is a complaints process, whereby individuals using the service, care workers and community professionals feel confident that the management team will address issues promptly. We saw evidence of timely action taken by the manager when staff performance issues are identified.

Staff are safely vetted, trained, and closely supervised. We saw evidence of robust staff recruitment checks ensuring all staff are registered with Social Care Wales (SCW), have an up-to-date Disclosure and Barring Service (DBS) check and are compliant with completing required training and working in line with their contracted hours. Additionally, we read comprehensive, accurate and up to date policies in place.

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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