Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Kind Tailored Care Ltd (Gwent)

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Beachley Road
Chepstow
NP16 7HH

Date Inspection Completed

11/07/2024

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About Kind Tailored Care Ltd (Gwent)

Type of care provided	Domiciliary Support Service
Registered Provider	Kind Tailored Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	23 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 promoting the use of the Welsh language and culture.

Summary

Kind Tailored Care Ltd offer tailored and person-centred care to individuals living in their own properties. Care workers treat people with dignity and respect and have built-up strong and meaningful relationships with them. People are supported to develop their independent living skills and achieve emotional and physical well-being. Improved personal plans comprehensively outline people's support needs.

The Responsible Individual (RI) knows people well. Feedback is regularly obtained from people, their relatives, and staff members and is used to improve the service. Robust quality assurance processes provide the RI with good oversight of the service provided and aid continuous improvement.

Care workers have the appropriate skills and experience to fulfil their roles. Care workers are supported by management via regular supervision and appraisal. Care workers and people alike offered positive feedback about the service provided.

Well-being

People have control over their day-to-day lives. A reader-friendly Service User Guide (SUG) tells people how the service provider can meet their needs. The SUG helps people understand what care, support, and opportunities are available to them to help them achieve well-being. Individual communication needs are considered to ensure people are listened to. People can access care and support through the Welsh language, in-line with the Welsh Active offer, if they want it. The RI regularly seeks out feedback from people which is used to improve the service provided. People's individual circumstances are considered. Personal plans are co-produced with people to include information important to them. Care and support is delivered in a way to best meet the needs of individuals, and not in a way to benefit the service provider. People are supported to be as independent for as long as possible. The service provider encourages people to speak for themselves and contribute towards the decisions that affect their lives. People devise their own well-being outcomes. These act as goals for people to work towards to enhance their quality of life. People have made good progress on these, and their independent living skills and quality of life have improved since being supported by the service provider.

People are supported to be as healthy and happy as possible. People's physical and emotional well-being needs are outlined in their personal plans. The service provider works with other agencies to ensure people get the right care and support, as early as possible. Staff recognise and respond positively to people's emotional needs. We observed staff engaging in light-hearted banter with a person, which improved their mood.

People are safe from harm and abuse. Staff are well-trained and understand the individual needs of people. Staff undergo Safeguarding of Vulnerable Adults training, to understand their responsibilities towards safeguarding people. The RI has good oversight of incidents, and any safeguarding concerns are handled in-line with safeguarding protocols.

Care and Support

The service provider prides itself on delivering tailored care and support to meet people's individual needs. This approach is set out in the Statement of Purpose (SOP) and SUG, and is underpinned by robust policies and procedures. The service provider has the staff and resources needed to meet people's care and support needs. Staffing arrangements provide consistency of care and support.People are treated with dignity and respect by a familiar and dedicated staff team. Staff are caring in their approach and engage in meaningful interactions with people. Staff support people to fulfil their potential and do the things that matter to them. People's personal plans are person-centred in nature. This means they are written from the person's perspective and includes information that is meaningful to them. Personal plans comprehensively outline how staff should tailor their care and support to best meet the needs of the person. Each personal plan is individualised and includes meaningful outcomes to help people achieve well-being and greater independence. The RI reviews these regularly to ensure people are progressing towards their goals. Personal plans are reviewed regularly to ensure they are up-to-date and include the necessary information needed for staff to deliver meaningful and safe care and support. Improved risk management plans help to mitigate risk and keep people safe. How staff should react if a risk occurs should be added to existing risk assessments to make them more robust. We received assurance this information would be added to strengthen existing risk management plans. The service provider is in the process of transferring care planning documentation to an electronic management system, which is anticipated to improve care planning even further. People's relatives will be able to access their personal plans and see care delivered in 'real-time'.

People offered positive feedback about care staff and the service provided. One person told us they are *'happy'* with the care and support they receive, and staff go '*above and beyond'.*

Staff observe robust infection control measures and use the appropriate personal protective equipment (PPE) to keep people safe. Staff have an awareness of safe working practices concerning hygiene and the prevention of infection.

Leadership and Management

Improved quality assurance and governance arrangements means the RI has comprehensive oversight of the service provided. This means they can be confident that

care and support is being delivered in-line with the SOP and in a way which best meets people's needs. Robust policies and procedures underpin a well-run service. Effective audit systems review progress and informs the development of the service, ensuring continual development. The RI undertakes their regulatory duties in a diligent manner. They regularly meet with people and staff to obtain feedback which is used to improve the service provided. Annual satisfaction surveys are distributed to ensure people, their relatives, and the staff team are happy with the quality of care. We reviewed the latest satisfaction surveys and found feedback was highly positive.

People are supported by an appropriate number of staff who are suitably fit and have the knowledge, competency, and skills to safely care for people. Staff recruitment is safe and robust. Staff undergo an appropriate induction period and regular competency checks to ensure they are competent for the role. Staff are well-trained and have access to continual development opportunities. Staff are well supported via regular supervision and appraisal.

Staff offered positive feedback about the service provider. One staff member told us they *'Love'* their job and always feels supported. They told *us '[The RI and manager] are always there if I need them.'* Staff did not report any concerns or complaints.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

N/A	No non-compliance of this type was identified at this inspection	N/A
15	Personal plans must include how the care and support needs of individuals and their personal outcomes will be met.	Achieved
6	The service provider must ensure the service is provided with sufficient care, competence and skill.	Achieved

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