Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Accredilink Community Response Taskforce

7 Mwrog Street, Ruthin, LL15 1LB

01824538688

Date(s) of inspection visit(s):

Service Information:

Operated by:	Accredilink Community Response Taskforce CYF
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Accredilink Community Response Task Force provides domiciliary support to people living in Denbighshire. At the time of the inspection, the main office had recently moved to the centre of Denbigh, close to the shops, car parking and transport links.

The areas of non-compliance identified at the last inspection in relation to care plans, staff checks, appraisals and training and the Quality-of-Care Review have been removed as since the last inspection sufficient action has been taken to address these areas of the service which we identified as needing attention.

At this inspection we found people's well-being is good as their support helps them achieve good well-being outcomes. Leadership and management is also good, with effective oversight in place. Quality assurance, monitoring, and auditing systems are in place to make improvements to service delivery. However, at present there is only an acting Responsible Individual (RI) in place to oversee the service and ensure it meets the required standards. This lack of a registered RI is currently being addressed by the service provider.

Findings:

Well-being — Good

People are supported to have choice over their lives and be healthy. Managers visit people to discuss their care and support needs before they agree to provide a service. People are central to their plan of care and personal plans contain a pen picture of the person, their likes, dislikes, and also records what matters to them. One person told us *"Staff get me a Sunday roast as a take-out from a local pub; they listened to what I said and then went and got it. I am happy with the service."* The RI visits people regularly to ensure the personal plan is still effective. People said the service is flexible to their needs and they can easily contact the office if they have any problems. People say the care staff treat them with respect and they feel safe with the service. We saw from reviewing a sample of people's personal plans, that people are supported in their care needs and their health. Any new directions for a person's care following a health care review are carefully noted. People are supported by care staff that are familiar to them, they know who is supporting them and when. Care staff know the people they support well and relationships between care staff, management and people are positive.

People are safeguarded from abuse and neglect because there are effective systems in place to ensure any risks are promptly identified and addressed. Care staff are up to date with their safeguarding training. The RI speaks with people regularly to discuss their support, any problems they may have or areas of risk that have been identified. Risk assessments are updated in line with personal plans and give care staff a clear understanding of identified risks they need to be aware of to keep people safe. People are informed about their rights and supported in voicing any concerns they have.

Care & Support — Good

People receive good quality care and support to achieve their well-being outcomes. The provider assesses people's needs and personal outcomes before they start to provide a service. This includes gathering relevant information from professionals already involved in people's lives. People's voices are heard throughout their personal plans and people are encouraged to share their preferences, so their likes and dislikes are clearly recorded. Personal plans are personalised, accurate, reviewed regularly and consider what outcomes people want to achieve. They are also detailed and give care staff comprehensive instruction on how to best support the person, in line with their wishes and outcomes. Care workers we spoke with confirmed this. We saw appropriate risk assessments are in place and up to date. Care staff understand how best to communicate with people and management ensure they have the knowledge required to anticipate people's needs through comprehensive training and personal plans which give detailed information in regards the person they are supporting. People receive care in line with their personal plans and professionals' documentation. Records show care staff provide support in a timely way. People said, *"Staff come at regular times, and I know when staff are coming."* If there are aspects of the care and support that are not working well, management and care staff try to come up with new ideas of what can be done to make things better. This includes changing call times or increasing the length of call times if needed, following discussions with the individual and relevant professionals. Any changes to the care and support undertaken is clearly recorded in peoples care documents and communicated amongst the staff team. People have positive relationships with care staff and say they feel safe with them. A person told us *"Staff treat me with respect; you can have a laugh and a joke with them."*

People are protected from harm and abuse. Care staff are updated in their safeguarding training. Safeguarding policies and procedures are in place, up to date and available to staff to read and follow.

Leadership & Management — Good

The service provider has effective arrangements, governance, and oversight to ensure smooth operation of the service and good outcomes for people. The managers are experienced, and the acting RI visits the service in line with the regulatory requirements with a report written following each visit. There are comprehensive governance arrangements in place, with detailed managers audits being undertaken. The provider undertakes the six-monthly Quality of Care Review which is comprehensive and detailed. A Statement of Purpose document is available for people and families to provide information regarding the service. At present oversight of the service is undertaken by an acting RI as they are currently undergoing the application process with Care Inspectorate Wales.

There are robust policies and procedures in place which contribute to the successful running of the service and inform care staff of what is expected of them. Care workers have access to these in real time on their hand-held devices. This ensure that care and support is undertaken in line with best practice, legal requirements and helps to ensure people's outcomes are met.

People are supported by care staff who are safely recruited, feel well supported and receive training to carry out their roles effectively. There are strict selection and vetting processes in place, so people can be assured care workers are qualified and have undergone appropriate checks. We saw evidence that pre-employment checks, including references and Disclosure and Barring Service certificates, are applied for prior to employment commencing. Care staff told us they like working at the service and feel well supported. One staff member told us, *"If we have any issues managers are amazing… I've never worked for people like them, they go above and beyond with staff and clients…You mean something as a member of staff."* Care staff have formal supervision and annual appraisals in line with regulatory requirements and feel able to approach the manager with any issues they may have. The provider ensures care staff receive training appropriate to the needs of people. This was confirmed by documentation we saw and by what care workers told us. A member of the staff team told us "*We get ongoing training, we train constantly."* People receiving support also confirmed care staff knew how to support them appropriately. Training records are reviewed and updated by the management team to ensure training compliance and care staff have registered with Social Care Wales, the workforce regulator. People we spoke with who receive support, as well as care staff, confirmed people are supported by small numbers of care workers whom they know well. This was confirmed by staff rotas which shows people receive good continuity of care from small numbers of care staff. Everybody we spoke with told us that care workers are never late and never miss their calls. We saw evidence that care workers receive spot checks from managers which was confirmed by the care staff we spoke with who confirmed they are accompanied on their shifts by managers.

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.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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