



Inspection Report on

Carmarthenshire Domiciliary Care Services

**M & D Care Operations Ltd
Unit 25 Stradey Business Park
Mwrwg Road
Llanelli
SA14 8YP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

04/11/2024

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About Carmarthenshire Domiciliary Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	M&D Care Operations Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection since the service was re-registered.
Does this service promote Welsh language and culture?	This service is making an effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Carmarthenshire Domiciliary Care Services provide care and support to people residing in supported living and outreach schemes in Carmarthenshire.

The service is delivered by dedicated managers and care workers who are based at the supported living or outreach schemes. The care, support and wellbeing of the people are at the heart of all those working in the service. Care workers are very knowledgeable, well supported and highly trained to enable them to carry out their roles. People and professionals speak very positively about the care workers and the support they provide.

The values of the organisation are very important to those who work in the service and underpin the high quality of the care and support provided. The managers and the Responsible Individual (RI) have excellent oversight of the service.

Well-being

People have a voice and are encouraged to communicate their needs. People and/or their representatives are actively involved in decisions and choices about their care and support. Individuals are involved in the RI's Regulation 73 visits. People express their views and choices using a range of communication methods which staff understand. Care workers work closely with the person, representatives and health and medical professionals to ensure their voice is heard.

People are protected from harm and abuse. People told us they feel safe receiving the care and support where they live. Concerns are listened to and acted upon. The values of the organisation underpin and support managers and staff in delivering a high quality service. There are robust staff recruitment measures in place along with a high quality induction. Staff receive regular supervision and guidance to support them in their roles.

There is strong oversight of the service by managers and the RI. The managers have a clear vision of the service and are well supported by the RI and the organisation to do so. There are detailed audits undertaken, the findings of which are acted upon. The RI regularly visits the service and produces detailed reports from these. There are policies, procedures and guidance in place to support staff which are regularly reviewed. Staff receive a range of mandatory and specialist training to assist them in their role and to better equip them to deliver the support individuals need.

People receive a service which actively supports and promotes their health and wellbeing. The individual and /or their representative are involved in developing and reviewing the very detailed care and support records and associated risk assessments. Care workers have in depth knowledge of the people they support and an enthusiasm and passion for working in the service. External health professionals are actively involved in the health and wellbeing of people.

People are given a range of opportunities to develop and learn new skills and pursue their interests. Individual care and support plans clearly reflect the person's needs, preferences and interests. People speak highly of the range of opportunities open to them.

Care and Support

People are supported by care workers who are passionate about the individuals they support. They are very knowledgeable and understanding of the person's needs. Observations conducted throughout the inspection show care workers interacting and supporting people in a kind and respectful manner. Staff use a range of verbal and non-verbal communication techniques according to people's individual needs. Care workers are very clear about their accountability to protect people from harm and abuse and their responsibility in reporting concerns.

People and health professionals speak very highly of the care and support they receive including *"the carers are lovely, I don't know what I'd do without them, particularly with my medication. They have also bought me a new cooker, which I really like", "I have no concerns about the staff, they are really nice", "the carers are very good and very helpful"* and *"the care and support provided to the individual I know within the service has been of a very good standard, from what I have witnessed during visits and communications with the service user and staff"*.

Care and support plans and associated risk assessments are of a high quality, very detailed, person centred and give a great sense of the person. People, their families and health professionals are actively involved in the development and reviews of care and support plans. People's individual needs are well known and understood by care workers and they are well able to respond to people's health conditions through their knowledge and the training they receive. The service works proactively with health professionals and services to ensure people stay as healthy as possible.

People's individual interests, preferences and choices are clearly understood and promoted by managers and the staff. People have their own or have access to transport and go on holidays and trips to places they like. Activities are devised and structured around the person so they are meaningful to them. One person told me he is *"really looking forward"* to a trip to Scotland in December. People's personal outcomes and accomplishments are recognised and celebrated by staff adding to a sense of self-worth for the individual. One person spoke really positively about having a meal in the community and another has started cooking with a small number of staff which are real achievements for them both.

Leadership and Management

People are supported by managers and staff who feel greatly appreciated by the organisation. Managers and staff told us *“I can honestly say the manager is very fair, she will always help you if she is able to and is very approachable”, I have recently come back from a period of ill-health and have had nothing other than full support from management with settling back in. I feel as though I’ve been heard and they have worked with me to better my abilities within my role. During my period of illness, they kept in contact with me continuously to make sure everything was okay and to offer any help if needed”, “I really enjoy working for M&D as I enjoy making a difference to the people we support and helping them to overcome any obstacles they may have with their independence” and “I am very passionate about the service and working for M&D. I feel really driven to achieve the best outcomes for the people living in the service. I have a great working relationship with [Area Operations Manager] I know I can call upon him whenever I need to. He is excellent.”*

There are strong governance arrangements in place. The recently appointed RI has a clear vision for and oversight of the services and is in regular contact with them. He has commenced Regulation 73 visits and has provided CIW with copies of these. Quality of Care reports are completed six monthly, these are very detailed and informative. People and staff confirm the RI visits the service and talks to them during this time. There are a range of internal audits undertaken to inform and drive the delivery of the service.

Care workers undergo a thorough recruitment process. The staff records we looked at demonstrate the appropriate checks and clearances are sought prior to commencing employment. Staff receive a high quality induction; this was verified by care workers who had recently started employment with the organisation. They told us *“my induction into the company was great. I learnt so much information regarding my role and what was expected of me during my induction into the service, I was given so much help with settling in” and “my induction involved extensive training and security checks. I found the training centre to be very smart and professional with some outstanding experienced trainers that had worked in their fields for extensive years. Staff were friendly and approachable. Doing shadow shifts were really useful and all the staff were friendly and helpful.* Staff records verified the detail of the induction process being provided.

Care workers also receive regular supervision and an annual appraisal. This was confirmed during discussions with them and from the staff records we looked at. Care workers also receive a range of mandatory and specialist training to support them in their roles. Staff told us about all the training they had completed and the benefits to them. This is corroborated by the staff training matrix for the service.

There are a range of policies, procedures and guidance readily available for staff to refer to. These are regularly reviewed and updated. The Statement of Purpose accurately reflects the services being provided and CIW are kept updated of incidents through its on-line notification process.

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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