Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Derive Care Ltd

Apex House
Wonastow Road Industrial Estate (east)
Monmouth
NP25 5JB

Date Inspection Completed

07/02/2025

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About Derive Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Derive Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of this service
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language.

Summary

People are happy with the care and support they receive from this service. People are supported by regular care workers who know them well. Personal plans are bespoke and relevant to each person. Plans and risk assessments are reviewed regularly, and these reviews are detailed and meaningful.

Care workers are happy working at the service. They receive appropriate training for their role which is updated when needed. Care workers receive regular supervision and feel supported by managers at the service.

The Responsible Individual (RI) has good oversight of the service. They complete regular visits and engage with people using the service. The service is delivered in accordance with the Statement of Purpose (SoP).

Well-being

People are in control of the care they receive and how they are supported. People are involved in the creation of their personal plans, which are personalised and thorough. People receive care in a way they are happy and comfortable with, and care workers are polite and respectful. Care workers encourage people to complete tasks as independently as they are able to but assist when needed. People are supported by a small number of care workers and so get to know their care workers well. This creates positive relationships between people being supported and care workers. Care workers recognise any changes to the physical or emotional health of the people they support quickly and take appropriate action. Referrals are made to external agencies when people need additional support. There are risk assessments in place which promote positive risk taking with appropriate measures set out to keep people safe.

There are robust safeguarding policies in place within the service. The service has clear procedures in place so care workers know how to keep people safe from harm and abuse. All care workers receive safeguarding training and there are processes for care workers to follow should a safeguarding event occur.

There are appropriate procedures in place to oversee the administration of medication. This includes the expectation of clear recording of medication on a Medication Administration Record (MAR) chart. These charts are checked and audited by the manager regularly to identify if there are any gaps or errors. These procedures help to ensure the health and safety of people using the service.

There are plentiful supplies of Personal Protective Equipment (PPE) available within the office base for care workers to use. Care workers collect what items they need, and it is expected care workers wear PPE when supporting people with care or meal preparation. Care workers complete infection control training so they are aware of their responsibilities around hygiene and cleanliness.

The service is working towards providing the active offer of the Welsh Language. There are Welsh speaking staff members, and the service has implemented a “Welsh word of the day” within staff communication channels.

Care and Support

An initial assessment is completed before people start receiving support from the service provider. This is a thorough assessment which outlines people's needs and confirms if the service can meet those needs. People are involved in the creation of their personal plans. These plans follow a template to ensure consistency across the service and are completed comprehensively to provide a full and personalised plan. Detailed instructions are included for care workers which set out how to support people with required tasks. There are also further instructions if people need more support, for example if they are not having their best day or experiencing more difficulties than usual. This ensures care workers have information and guidance of what to do which keeps people safe and supported.

Personal plans include people's social histories, as well as their likes and dislikes. Personal plans are reviewed regularly with people and their family and look at all aspects of the care provided. If family members are unable to attend review discussions, their views feed into this process at a later time. People's wishes are also respected if they do not wish for their family to be invited into their care review discussions. There are good monitoring processes to ensure people's reviews happen regularly. People are asked if they are happy with the times they receive their care calls, and the service is up front about what times they can attend to support people.

The forms and documentation within the service are under constant review. During the inspection we noted changes and improvements to the templates used within people's personal plans which show the service strives to deliver high quality care to people using their service . The service currently uses paper documentation, however, plans to implement an electronic system in the near future, which the RI believes will help simplify recording processes for care workers.

People and their families are happy with the care they receive from this service. People told us "*I am happy,"* and that care workers are "*Caring and friendly."* Family members also told us care workers do additional tasks around their homes to help and assist them without being asked or prompted. This was appreciated by people and their family and had a positive impact on their own health and wellbeing.

Leadership and Management

There are good processes in place to ensure care workers are recruited safely. These include ensuring they have a record of the care workers full employment history and obtain references from previous employment. All care workers undergo an enhanced Disclosure and Barring Service (DBS) check prior to employment. All care workers complete the required training before starting work at the service. There are systems in place to ensure all care workers receive regular supervision with a manager. Supervision follows a template which celebrates care workers strengths and successes.

There are good policies and procedures in place which guide all care workers and staff within the service. Policies are reviewed regularly to ensure they contain up to date legal guidance and best practice. Team meetings take place regularly and provide an opportunity for information to be shared with care workers. There are processes in place for accidents and incidents to be logged and actioned. Whilst there have not been any complaints received by the service at the time of the inspection there are processes which set out what actions will be taken should a complaint be received.

The RI completes the required visits and engages with people using the service. Feedback is considered by the manager of the service and improvements or changes are made to ensure the service is always improving. The RI completes the required Quality of Care report which analyses the service and outlines their action plans for the future.

The SoP sets out how the service operates, and this is an accurate reflection of the service people can expect to receive. The Service User Guide is provided to all people when they start using the service. This contains information about the service provider, and outlines policies and procedures as well as setting out what people can expect from the service.

Care workers are happy working at the service. They told us Derive Care Limited is "*A good company to work for*," and there is "*Good support"* from managers at the service.

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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