



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

April Complete Care Solutions Ltd (DCA)

Pencoed

Type of Inspection – Focused

Date of inspection – Wednesday, 31 August 2016

Date of publication – Monday, 3 October 2016

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Summary

About the service

April Complete Care Solutions is registered with Care and Social Services Inspectorate Wales (CSSIW) as a domiciliary care agency. It is registered to provide care to all age groups in their own home and in the following categories; people with dementia, physical disability, sensory loss/impairment, learning disability and mental health. The office is based in Pencoed, Bridgend in South Wales. April Complete Care Nurses Agency is also operated from the same premises.

The responsible individual is Debra Hooper and the registered manager is Vicky Richards.

What type of inspection was carried out?

We (CSSIW) carried out an unannounced focused inspection as part of our annual inspection programme. The following methodology was used:

- analysis of any pre-inspection data available
- discussion with the registered manager
- face to face interview with a person who receives a service, and a telephone interview with a relative of a service user
- face to face interview with one member of staff and a telephone interview with another staff member
- examination of two staff files and training records
- examination of service user's care plans and of staff's daily recording notes
- analysis of the statement of purpose, annual quality assurance report and staff handbook.

What does the service do well?

The agency continues to provide a good service, and meets all the standards set out in the National Minimum Standards for Domiciliary Care Agencies.

What has improved since the last inspection?

There were no non-compliance notices issued at the last inspection.

The agency now uses an application known as MightyText to liaise with care staff and vice versa, all text messages are recorded and stored on the office computer.

The agency has been awarded an ISO 9001 certificate

What needs to be done to improve the service?

No non-compliances have been issued following this inspection.

Quality Of Life

We found that people could be confident that they would receive a reliable and consistent service, and that the standard of care could be described as very good. We saw evidence of how people can be assured that they will have an in-depth pre-service assessment by the manager that will fully meet their needs. The plans also contain information about the individual's social and life history as well as likes and dislikes to enable care staff to deliver a person-centred service. Signatures on the service user's care plan (or that of their relative) indicated that they were in agreement with care that was to be delivered. We were informed by the manager that care plans are reviewed annually or as often as necessary if the service user's health or circumstances change.

People receiving a service have access to service user information, including how to make a complaint. Spot checks by the manager carried out in the service user's home ensure that care staff adhere to the care plan.

We viewed the result of the last questionnaire sent to service users, and noted the high level of satisfaction with the punctuality of the care staff, their presentation, efficiency and standard of care. People can be assured that their care will be provided by staff who are familiar to them. On the rare occasion when a call cannot be covered due to the short notice of staff sickness, the service user is informed immediately and arrangements made to either deliver the care at another time or if the call was for housework only, then the service user will be offered another day and time to suit them.

We spoke to a service user who said that *"I'm treated with dignity and respect and I'm really happy with the service, my 'girls' are great"*. A relative told us *"I'm very happy with the care my mum receives, the staff arrive on time and I'm confident with the care she receives"*.

Staff do not receive or make phone calls whilst carrying out their duties. Text messages are sent via the MightyTest application and are read and sent when the carer is outside the property. This enables the office to keep in contact with the carer for any changes to their rota, and for the exchange of information regarding the wellbeing of service users. All messages are recorded on the office IT system, and acted upon by the manager if required.

We saw evidence that staff employed by the agency have the opportunity to exchange and receive information about the welfare of service users, any new developments within the agency as well as introduction of new policies and procedures by attending meetings. Weekly meetings are held by the office staff, care staff meetings and the management system review meetings are held quarterly. This system of information sharing helps ensure that individuals experience an improving service which they can rely upon.

Quality Of Staffing

This inspection focussed on the quality of life of people using the service. We did not consider it necessary to focus on the quality of staffing in great detail on this occasion. This theme will be considered at future inspections. However, evidence gathered at the inspection highlighted that people receive a professional service from staff who are well trained and well supported by the agency.

We saw evidence that staff attend regular one to one supervision and receive an annual appraisal of their work.

We can assure people that the agency implements a safe and robust recruitment process. We saw in the staff files checks carried out with the Disclosure and Barring Service (DBS) and two references are sought at recruitment. All new staff complete a comprehensive induction process. A staff handbook contains all the information and procedures required to carry out their care tasks. A confidentiality document is signed by staff to indicate that they have read and understood the document.

We looked at the staff training programme and saw staff had received training in the basics of care such as moving and handling practices, first aid, dementia care and health and safety. We were informed by the manager that staff will receive specific training to meet individual needs. This was confirmed by a service user who told us that staff will soon be having specific training that has been identified to meet her needs. Staff are encouraged to undertake NVQ qualifications. To date, 79% of staff have either achieved or are working towards an NVQ level 2/3 in care.

The agency received an Investors in People award in August 2015. An organisation that achieves accreditation can demonstrate that it has invested in its staff development and adheres to the Investors in People framework.

Quality Of Leadership and Management

Whilst the inspection focused on the quality of life theme, we reviewed some aspects of the agency relating to leadership and management.

We found the manager to be very enthusiastic and knowledgeable about the various care packages service users receive. We examined the most recent quality assurance document sent to service users and found the responses to be very positive in praising the agency staff and management. A questionnaire sent to staff had a positive response to questions such as their knowledge of the agency's Mission of Purpose, communication with management and their work life balance.

In August 2016, the agency achieved an ISO 9001 accreditation. The granting of an ISO 9001 certificate acknowledges the agency's commitment to consistently providing a service that meets the needs of its customers.

We viewed the Marketing and Development Plan for 2015/16 which evidenced the commitment of the management team to expanding the work of the agency whilst maintaining good service delivery. The agency has recently won a contract with a County Borough Council to deliver a specific model of care to its service users.

Quality Of The Environment

Quality of the environment is not inspected as part of a domiciliary care inspection as care is provided in people's homes. However, we noted that the office premises were light and airy with secure storage for documentation.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.