



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

Pencoed

Type of Inspection – Focused

Date(s) of inspection – Friday, 19 August 2016

Date of publication – Monday, 3 October 2016

Welsh Government © Crown copyright 2016.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk You must reproduce our material accurately and not use it in a misleading context.

Summary

About the service

April Complete Solutions Limited is registered with Care and Social Services Inspectorate Wales (CSSIW) as a Nursing Agency. The office is situated in Pencoed, Bridgend in South Wales. The agency also provides a registered Domiciliary Care agency from the same premises.

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

What type of inspection was carried out?

We (CSSIW) carried out a planned focussed inspection which looked at the two themes of staffing and management /leadership. The following methods were used to provide evidence for this inspection report:

- review of information held by CSSIW about the service
- discussion with the registered manager
- telephone discussion with two managers of establishments where staff are deployed
- telephone discussion with two staff members employed by the agency
- examination of three staff files
- examination of a range of documentation.

What does the service do well?

The agency office is well organised with good systems in place to help ensure the agency runs efficiently.

What has improved since the last inspection?

The agency achieved an ISO 9001 in August 2016. There were no areas of improvement recommended at the last inspection and the agency continues to provide a reliable service to care homes.

What needs to be done to improve the service?

There were no non-compliance issues from this inspection.

Quality Of Life

The quality of life is not a theme applicable to nursing agencies.

Quality Of Staffing

We (CSSIW) found that the agency provides a reliable and efficient service which meets the needs of its staff and those who purchase a service. Currently the agency employees three nurses. We found the recruitment and induction process to be robust and staff training was comprehensive and varied. The training consisted of mandatory courses such as, manual handling, infection control, health and safety and protection of vulnerable adults (POVA). We looked at three staff files and saw evidence of identity checks and disclosure and barring information (DBS) having been sought and recorded, also the staff members' qualifications.

We saw evidence of the nurses personal identification number (PIN) to ensure that they maintained membership with their regulatory body (Nursing and Midwifery Council), and the process in place to ensure that the PIN is renewed at the appropriate time.

In the staff files we found that formal appraisal of their work was carried out annually. Staff members we spoke with were complementary about the agency. One nurse told us, *"It's a wonderful company to work for, they give you support and are really helpful, and no pressure is put upon you"*. Another nurse told us *"It's a very good company, I have no complaints"*.

In discussion with the manager, she indicated that staff work regularly at the same care homes so that there is familiarity with the people using the service. We spoke to the managers of two care homes who commented on the importance of staff continuity and that they were kept informed of any changes to the staff rota. One care home manager told us, *"the agency is warm, caring and helpful and I can't speak highly enough of the agency. They are professional and give feedback instantly whenever I ask for it"*. At the time of the inspection there were no placements within a hospital setting or individual private homes.

Quality Of Leadership and Management

Overall we found that the agency provides a reliable and efficient service. The registered manager is appropriately qualified and experienced in managing services, and continually strives for quality improvement. This was evidenced by the positive feedback from purchasers of the service and from agency staff. We viewed a number of policies and procedures which included the agency's Statement of Purpose and Service User Guide which was comprehensive and included a clear outline of its aims and objectives.

In August 2015 the agency achieved the Investors in People award. Investors in People set the standards for better people management. In achieving accreditation it shows that the agency adheres to the Investors in People framework. In August 2016, the agency achieved an ISO 9001 certificate. In achieving an ISO 9001, the agency proved its ability to consistently provide services that meet the needs of their purchasers. To maintain the above certificates, the agency has to prove that it continually strives and achieves the necessary high quality standards in investing in its staff and its provision of service.

We found there had been no complaints about the service. However, we can assure people that there is a clear procedure for dealing with complaints and providing feedback to complainants.

The necessary certificates are clearly displayed on the office wall.

Quality Of The Environment

The theme of Quality of the Environment is not applicable to the inspection of Nursing Agencies.

The office premises were light, airy and clean.

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.