



# Inspection Report on

**April Complete Care Solutions**

**APRIL COMPLETE CARE SOLUTIONS LTD  
14 HENDRE ROAD PENCOED  
BRIDGEND  
CF35 5NW**

**Date Inspection Completed**

14/02/2020

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## **Description of the service**

April Care is registered to provide a domiciliary support service in Bridgend and Cardiff and Vale regional partnership area. The Responsible Individual (RI) and manager is Amelia Jones who has overall responsibility for the service. The agency office is based in the Bridgend locality.

## **Summary of our findings**

### **1. Overall assessment**

People receive clear information about the service and professional friendly staff offer a good level of support. People are able to speak for themselves, contribute to decisions and are happy with the service they receive. There are detailed and regularly reviewed personal plans in place. Staff receive core training and are content working for the service. The management team is effective and committed to continual improvement however, some areas of quality assurance require strengthening.

### **2. Improvements**

This was the first inspection since the service had registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA 2016). Any improvements are to be considered as part of the next inspection.

### **3. Requirements and recommendations**

Section four sets out areas where the service provider is not meeting the legal requirements and contains recommendations made to help the service develop. Please refer to section four for further details.

## 1. Well-being

### Our findings

The service offers choice and promotes independence. People have access to the information they need to understand the level and type of support provided by the service. Personal plans recognise individual needs and preferences and staff treat people with dignity and respect. The completion of reviews ensure people are able to express their opinions and feedback we received from those using the service was positive. Complaints procedures are detailed and people feel confident in using these.

People receive good care and staff are happy in their roles. The care offered by the service allows people to stay well and comfortable in their own homes. Personal plans are detailed and centred on individual wishes. Staff and the wider management team are committed to providing good quality services and have a range of policies and processes in place to help them achieve this. Reviews are undertaken regularly and the service monitors and audits the standard of care provided. The use of regular staff members encourages people to build positive relationships with staff. Staff are happy in their role and feel valued.

Systems are in place to protect people from abuse. The service safely recruits and vets staff before the start of their employment. Staff receive appropriate training to ensure they understand their responsibility to safeguard vulnerable adults and are able to complete all aspects of their role safely. The service has audit tools in place to ensure it remains effective. The management team identify potential risks to people and manages safeguarding concerns and staffing issues effectively. Staff are aware of the whistle blowing procedures and feel confident in raising concerns. However, the RI's quality assurance reviews require strengthening in some areas.

## 2. Care and Development

### Our findings

People are happy with the support they receive. The service offers good quality care and staff treat people with kindness and consideration. We visited three people in their homes and saw staff provide care in a kind and friendly manner. People told us they are happy with the service and do not feel rushed when receiving support. Comments include, *“I couldn't do without them”* and *“I've never been looked after so well.”* Weekly rota's are provided to ensure people know which staff member is visiting and at what time. Call monitoring information and daily care records confirm staff consistently arrive on time and stay for the full duration of calls. Feedback from people using the service and staff rotas show that support is given by familiar members of staff who are aware of people's routines and preferences. People we spoke with told us they understood how to make a complaint but never had any cause to do so.

Personal plans are detailed and people are involved in their care planning. The service considers if they are able to meet people's needs before taking on packages of care. Plans contain information from professionals, relatives and people using the service, this ensures care workers understand individual needs and the support required. Personal plans contain direct quotes from people using the service, which gives a clear sense of the person and what they wish to achieve. Personal plans recognise people's strengths and wish to remain independent. Comments included 'K does not want care staff to take over and do everything for her' and 'X is an independent gentleman, staff to promote this at all times'. Risks and manual handling assessments identify and minimise potential risks for people and staff complete daily notes to record the support they provide during each call.

The service manages medication effectively and supports healthy choices. Those people requiring support with medication have risk assessments and consent forms in place. We viewed a selection of medication charts and found these were fully completed, which indicates people receive their medication as prescribed. During home visits, we saw staff promoting healthy life style options such as health eating and physical activity.

### 3. Leadership and Management

#### Our findings

Care staff receive sufficient training and recruitment practices are safe. Records and documents show staff have good induction training, as well as opportunities to undertake shadowing visits with established members of staff. Records show essential training is offered in core areas and specialist training is available. Care staff we spoke with told us they receive sufficient training to meet the needs of the people they support. People using the service told us they are confident staff are skilled and able to carry out their role in a capable manner. Staff recruitment files we looked at contained the necessary information and checks to ensure staff are of good character and hold the necessary skills and qualifications.

Care staff are positive about the service and support they receive from the management team. Staff told us they have adequate time to spend with people during care calls, access to sufficient equipment and time to travel from one call to another. They confirmed they receive regular supervision and attend team meetings to discuss professional development opportunities and practice issues. Staff also advised the management team have an open door policy, which means they are able to access support as and when needed. Comments from staff included:

*"I can't fault April care, they are so easy to work for"*

*"I love my job"*

*The manager "is a fantastic boss" and is "on the ball"*

*"If there is a problem you can drop into the office any time."*

There are systems in place to monitor the quality of services. The management team has good oversight of the care provided through staff spot checks, appraisals, monitoring of call times and auditing of case records and medication charts. Accidents, incidents and safeguarding referrals are well managed. We found sufficient policies and procedures in place to support good practice, as well as evidence of regular management meetings to discuss the performance of the service. Records show regular feedback is sought from various professionals as well as people using the service. Six-monthly quality reports are completed, however require strengthening, as these are not currently being undertaken within the regulatory timescales and lack completion dates. We also found no evidence of the RI's three monthly visits being undertaken and have advised the service they are not fully compliant in this area.

## **4. Improvements required and recommended following this inspection**

### **4.1 Areas of non compliance from previous inspections**

This is the first inspection since the service was registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

### **4.2 Areas of non compliance from this inspections**

We have advised the provider that improvements are needed in relation to the following in order to fully meet the legal requirements:

Regulation 73: Three monthly reviews are to be completed by the RI.

A notice has not been issued on this occasion, as there was no immediate or significant risk for the people using the service. We expect the registered person to take action to rectify this and it will be followed up at the next inspection.

### **4.3 Recommendations for improvement**

- The service includes allergy information in people personal care files.
- Six monthly quality reviews to follow regulatory timescales and record the date of completion.

## 5. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme and was carried out over a two day period. We made an announced visit to the office on 11 February 2020 from 9.30am - 4.30pm and visited people using the service on 14 February 2020 from 11.00am to 2.30pm.

The following regulations were considered as part of this inspection:

The Regulated Services (Services Providers and Responsible Individuals) (Wales) Regulations 2017.

The following methods were used :

- We spoke with the manager.
- We spoke with three staff members.
- We spoke with three people receiving services.
- We spoke with relatives.
- We looked at personal plans and associated records.
- We looked at minutes from meetings.
- We examined the statement of purpose.
- We considered information held by CIW about the service.
- We looked at medication records.
- We observed interactions between staff and individuals.
- We considered arrangements to review the quality of care provided.
- We looked at staff rotas.
- We looked at staff training.
- We looked at a sample of policies.
- We looked at four recruitment files.
- We looked at four care files.
- We looked at supervision records.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

<b>Type of care provided</b>	<b>Domiciliary Support Service</b>
<b>Service Provider</b>	<b>April Complete Care Solutions Limited</b>
<b>Responsible Individual</b>	<b>Amelia Jones</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>This is the first inspection following RISCA registration.</b>
<b>Dates of this Inspection visit(s)</b>	<b>11/02/2020</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>The service is currently working towards providing an “Active Offer” of the Welsh language.</b>
<b>Additional Information:</b>	

**Date Published 04/08/2020**

