Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

April Complete Care Solutions

April Complete Care Solutions Ltd
14 Hendre Road Pencoed
Bridgend
CF35 5NW

Date Inspection Completed

11/12/2024

About April Complete Care Solutions

Type of care provided	Domiciliary Support Service
Registered Provider	April Complete Care Solutions Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	29.09.2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

April Complete Care Solutions is a domiciliary support service providing good quality care. This report is for the Cwm Taf Morgannwg and Cardiff and Vale areas. People and their families are highly complementary about the quality of service they receive from kind and caring staff, with whom they have developed positive relationships.

Personal plans provide a sense of the individual, reflect people's care needs, and are reviewed with the person and/or their representatives. Care workers are happy in their work, they feel valued, and are well supported by management. Training and support to care workers is available, and continuous learning and development is promoted. Care workers treat people with respect, and they are aware of their responsibility to protect people from harm.

Highly effective arrangements for the effective management and oversight of the service are in place. The service is led by an accessible and supportive manager, who knows and understands people well. Good communication channels are evident. The Responsible Individual (RI) has good oversight of the service with quality assurance systems that focus on continual improvement.

Well-being

People told us they are happy with the service and spoke positively about the quality of the support provided. One person told us *“We are so appreciative of what they do”*. A relative said, *“Without their support she would have to go into a care home”*. The service has a small team of care workers and people receive good levels of care worker continuity. People know the manager of the service and feel able to contact them easily. People are supported to have control over their daily lives and the support they receive is personalised.

People have control over how they want to receive their care and support. Personal plans are developed in partnership with people to ensure the information recorded is relevant to their needs and any preferences they may have are included. Personal plans are clear and concise, setting out the level of care and support people require. Regular reviews are carried out with people to give them an opportunity to feedback on the care they receive. Good communication with office staff means people can discuss any queries or concerns. The RI speaks with a sample of people every three months to gather opinions on the care provided.

The service supports people to maintain their health and well-being. An initial assessment is completed which considers people’s health and care needs. Good consistent support is available to assist people with personal care, prepare meals and administer medication. Medication management systems ensure the safe administration of medication. Care workers adhere to the services infection control measures to make sure the risk of cross contamination is minimised.

People are safe and protected. They receive good care and support from care staff who have been safely recruited. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered with Social Care Wales, the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the service.

People can access information regarding the service provided. The statement of purpose reflects the types of care and support available, and how these services will be provided. There is a complaint policy in place and people are given written information regarding how to make a complaint. People told us they feel able to raise any issues they may have.

Care and Support

Personal plans and risk assessments are accurate and evidence how care workers should meet people's needs. We found evidence the service encourages people to contribute to their individual plans and people sign to agree with this. The plans we viewed document people's personal outcomes and contain detailed information around their individual care needs. Risk assessments identify any hazards and outline how to reduce or eliminate these. The care management system enables managers to maintain oversight of care provided and alerts them to any concerns such as missed medication. A morning handover meeting reviews each person individually to consider any accidents, incidents, or safeguarding concerns. Infection prevention and control procedures are good. All care staff receive appropriate training on infection control. People and their representatives told us care staff wear the relevant personal protective equipment (PPE) and they feel safe.

People and their representatives are complimentary about the care and support they receive from care staff who take time to get to know them and treat them with dignity and respect. People using the service told us, *"I find them absolutely fantastic", "Can't fault any of them" and "They treat me with respect".* Relatives told us *"They know exactly what she needs", "They are as accommodating for me as well as X", "I am delighted to have the help"* and *"I am eternally grateful to them".* The feedback we received also confirmed care workers arrive on time, they provide the correct care and support, and they stay for the entire allocated time for the call.

The service has taken all reasonable steps to identify and prevent the possibility of abuse. Care workers recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they were confident to approach the manager if they needed to. Care workers told us they had undertaken training in safeguarding and the employee training records we examined confirm this. There is a current safeguarding policy available for all staff to access and follow. Incidents are appropriately reported to the local safeguarding team if required, and information shared on a need-to-know basis.

Leadership and Management

The provider has highly effective systems in place to support the smooth operation of the service. The service provider has strong working relationships with others in the sector, sharing best practice to ensure high quality care and support. The manager is suitably qualified for the role and is in regular communication with the Responsible Individual (RI). The RI provides high quality guidance and support to ensure the service operates in line with Regulations. Routine visits check people are happy with the quality of care and support and explore ways to improve. Management at the service regularly check the quality of care provided. The most recent quality of care review considered what was working well at the service as well as identifying any areas, which required further development, and how this could be achieved. Feedback is regularly requested from people using the service, which appears valued, is listened to and forms the basis for the ongoing development of the service. There are policies and procedures in place helping to underpin safe practice. We viewed a cross section of the services policies and procedures including safeguarding, whistleblowing and infection control. Other written information we looked at included the statement of purpose and service user guide.

We saw that sufficient numbers of care staff are employed. People are consistently supported by a small team of dedicated care staff who know them well. The service's wider staffing resources are used effectively to ensure people's care needs are met when staffing issues arise. Staff recruitment records contain information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered in a timely manner with the social care workforce regulator, Social Care Wales.

Newly appointed staff complete a thorough induction/trainee programme, undertake mandatory training and a period of shadowing more experienced workers. Regular staff meetings are held to keep staff up to date with service arrangements and what is required of them under statutory guidance and legislation. Care staff training records indicate they have access to a variety of training opportunities and all staff records viewed showed staff have completed a good level of training. A member of care staff told us, "*I have had enough training and if I needed any training they would supply it*". A relative of a person using the service told us, "*I'm impressed with how they train their staff*".

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	
67	The manager has not completed the required qualification to register with SCW	Achieved

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