



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 – Full

Dates of inspection – Wednesday, 1 November 2017 & Friday, 10 November 2017

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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 homes 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 Amelia Jones.

What type of inspection was carried out?

This was a scheduled, unannounced full inspection. We looked at the three relevant themes for domiciliary care agencies in Wales - quality of life; quality of staffing and the quality of leadership and management.

The following methodology was used:-

- Two visits to the agency premises
- Discussion with the registered manager and office based staff
- Discussion with staff based in the community
- Examination of four care files of people using the service
- Examination of four staff files
- Tracked home visits to two people using the service
- Discussions with relatives
- Reference to the Statement of Purpose
- Reference to the previous inspection report
- Examination of a random selection of policies

What does the service do well?

This inspection identified that there were no significant areas of outstanding practice. The matters reported here are those which exceed CSSIW's expectations that conditions of registration, regulations and national minimum standards are adhered to at all times within the care provided.

What has improved since the last inspection?

There were no non-compliance notices issued at the last inspection.
There has been a change of manager since the previous inspection.

What needs to be done to improve the service?

There were no issues of non-compliance or recommendations noted at this inspection.

Quality Of Life

People experience appropriate responsive care from staff who have an up to date understanding of their needs and preferences. This is because the staff commented positively about the information contained in the care plans and, during our tracked calls, we observed staff being professional and clearly familiar with the needs of the people they were supporting. The care staff were kind and caring and not rushed in their care giving.

We observed staff positively interacting with people who enjoyed the banter that took place and were satisfied with the care being provided, commenting that "*The girls are wonderful, I don't know how I'd manage without them*", "*We have no issues, if we did we would contract the office*" and "*it's a vital service, for us continuity is essential*".

People can feel confident that they have choice and their rights are protected as we observed staff offering people choices in respect of what they wished to eat/drink and wear. This was evidenced within the care documentation. We also saw evidence that care plans had been reviewed.

There were very few complaints recorded, all of which had been dealt with appropriately.

People receiving a service from April Complete Care Solutions can be confident that they will receive good quality care from staff who are dedicated, kind and caring.

Quality Of Staffing

At the time of this inspection twenty five staff were employed providing care to thirty people. The registered manager informed us that the staff team was stable and there were no issues regarding recruitment.

People can feel confident in the care they receive as our observations indicated that the care staff were competent at meeting their particular needs. The staff we spoke with in the community were positive about the training opportunities. 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 receive specific training to meet individual needs. The manager confirmed that 16 members of staff had achieved a Qualifications Credit Framework (QCF) or a National Vocational Qualification (NVQ) at level 2 or 3.

Care staff informed us that there were regular direct observation checks undertaken by senior staff, which were detailed in respect of how the care was undertaken. Also any relevant information from the observations was followed up within the staff supervision process.

From our discussion with staff, it was apparent that staff satisfaction was high as they spoke positively about the team and management structure, commenting that *"It's a good company"*. They also felt the time allocated for calls was sufficient to provide the care required, which was evident during our tracked calls, and we were told *"There is no rush, we can do our job"*.

The four staff files viewed were well organised and easy to follow. They were compliant with Schedule 3 of The Domiciliary Care Agencies (Wales) Regulations 2004.

Recording of formal supervision was robust, as evidenced from our examination of staff files. Supervision over a twelve month period consisted of two spot checks, two office based sessions and a third session which included the annual appraisal.

Overall the outcomes for people receiving care from April Complete Care Solutions were positive as people enjoy being cared for by motivated staff who are appreciated and want to make a positive difference to people's lives.

Quality Of Leadership and Management

Since the last inspection report there have been changes in respect of the management structure. The previous manager had left the service; Amelia Jones is the current registered manager. Our observations were that the company operated an open door policy and staff commented that the manager and office staff were approachable and supportive.

A Statement of Purpose was available, which showed evidence of recent review.

We noted that the required CSSIW registration certificates and Employer's Liability insurance were displayed.

People experience an improving service which they can rely on. This was because the provider had an effective quality monitoring system in place and we saw that feedback from the quality monitoring analyses from both staff, people receiving care and their families was positive. We viewed a copy of the service's annual report which was detailed and demonstrated compliance with The Domiciliary Care Agencies (Wales) Regulations 2004.

Quality Of The Environment

The quality of environment is not a theme which is applicable to domiciliary care agencies. However, we noted that the office environment was secure and had facilities to provide training and supervision to staff. We were informed that staff accessed the office regularly.

People using the service and staff can be confident that their personal information is securely housed within lockable cabinets.

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.