



Inspection Report on

Celtic Community Services Ltd

**Edwards Coaches Ltd
Unit 6-8
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CF72 8QZ**

Date Inspection Completed

18/10/2022

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About Celtic Community Services Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Celtic Community Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	09 March 2022
Does this service provide the Welsh Language active offer?	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

According to the services statement of purpose, Celtic Community Services provides care and support for adults, aged 18 and over, with substance misuse concerns and related illnesses. The service offers care and support to people in their own homes in the Cwm Taf and Cardiff & Vale areas. This report covers Cardiff & Vale. People are positive about the care and support provided by Celtic Community Services. We were told care workers are compassionate and respectful. People's care and support needs are set out in their personal plans which also detail risks associated with the person and their environment. People are consulted on the care and support they receive and are involved in regular reviews of their care documentation. Care workers receive relevant training so they are aware of the challenges faced by supported people and can provide appropriate care and support. Care workers are complimentary of the manager and say they enjoy working for the service. Policies and procedures underpin safe practice and help protect people from harm and abuse. The Responsible Individual (RI) is up to date with their specific duties including quality of care reviews. We identified two regulatory breaches during our inspection. These include, ensuring all care workers have regular supervision and appraisal, and for the RI to report any changes in the management structure to Care Inspectorate Wales.

Well-being

Arrangements helping protect people from harm and abuse are in place. Ongoing training ensures care workers are sufficiently skilled. Policies and procedures support safe practice and provide key information on how to report areas of concern to the relevant agencies. Care workers we spoke to showed they are aware of the process for reporting concerns and are confident any concerns they do report would be responded to appropriately by the manager. Risks to people's health, safety and well-being are thoroughly assessed and managed effectively.

The service supports people to have control over their day-to-day lives. People and their representatives are involved in the care planning process and contribute to regular reviews. Care and support is person-centred, meaning it is tailored to the person's specific set of needs. Care workers have positive relationships with the people they support, treating them with dignity and respect. They appear confident and enthusiastic in their roles and know people's needs well.

People are supported to be as healthy as they can be. The service promotes people's physical and mental well-being. Personal plans and risk assessments generally have key information within ensuring people have access to the right care at the right time. We saw evidence people are supported with their medical needs such as attending appointments and administering medication.

Care and Support

Each person receiving a service has a personal plan. This plan details areas where people require care and support as well as highlighting risks to people's health, safety, and overall well-being. We examined several personal plans and found they contain a good level of person-centred information, including personal history, health, and hobbies. However, we felt support plans could be developed further so that people's outcomes regarding their care and support is more clearly documented. We discussed this with the management team who agreed. We could see risk assessments are individualised, covering areas specific to people's needs. Personal plans are reviewed on a three-monthly basis to ensure information recorded in them is up to date and relevant.

Care and support is provided in a dignified manner by a competent team of care workers. Many of the care workers employed have worked for the service for a considerable amount of time. This means good continuity of care is provided. We observed care workers treating people with dignity and respect. It was obvious from our observations care workers have formed good working relationships with the people they support. People we spoke to provided complimentary feedback saying they are happy with the service they receive. One person told us *"The carers help me with everything I need. They are very, very good"*. Another person said *"They're great, really friendly. I get on with all of them"*.

Medication support is available for those who need it. Details of people's medication support needs is documented in their personal plans. There is a medication policy and care workers receive relevant training. We saw medication is stored appropriately in people's homes and can only be accessed by authorised personnel. Medication administration charts we viewed are filled in correctly suggesting medication is administered as prescribed. Medication recording charts are regularly audited to ensure any discrepancies are identified.

Infection control measures help protect people from catching Covid-19 and other potential sources of infection. Care workers have access to a plentiful supply of personal protective equipment and are trained in areas including food hygiene and infection prevention and control.

Environment

This domain is not considered as part of a domiciliary inspection. The agency offices are suitable for their intended use with secure storage facilities.

Leadership and Management

People are supported by a well-established team of care workers who enjoy working for the service and feel valued as employees. Care workers we spoke to provided consistently positive feedback on the management. One care worker told us *“The manager is amazing. Always accommodating. Always contactable. Always available to offer support”*. Another said *“The manager is really approachable. Always easy to get hold of on a personal and professional level”*. We could see there is a clear staff structure in operation and care workers are aware of whom they report any issues to. However, we noted there has been a change to the management structure. This has not been reported to Care Inspectorate Wales as required by regulation. We told the provider this was an area for improvement which we would expect them to address.

Care workers have access to an ongoing programme of training and development to equip them with the skills necessary to meet the needs of the people they support. Following the completion of the service’s appropriate recruitment process, new employees have access to a structured induction programme where they also have the opportunity to shadow experienced members of the team. The service utilises both online and face to face training. Care workers we spoke to told us the quality of training provided was of a good standard. Records we viewed showed care workers are mostly compliant with their training requirements.

Improvements are required to ensure care workers are receiving the required levels of formal support. Although care workers told us they feel supported in their roles we did not see evidence they are receiving regular supervision and appraisal. This is important as it allows them to reflect on their performance, identify support they might require, and discuss any issues. We discussed this with the management team and told them this was an area for improvement which we will review at the next inspection.

Appropriate governance and quality assurance arrangements are in place. These systems allow the service to self-evaluate and identify any improvements. We saw evidence the RI meets with people connected to the service regularly and is up to date with their quality-of-care reviews. We sampled a cross section of the services policies and procedures and found they had all been recently reviewed but noted a few minor changes are required which we discussed with the management team.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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36	The provider is not compliant with regulation 36(2)(c). This is because staff members have not received the required levels of supervision and appraisal.	New
71	The provider is not compliant with regulation 71(1). This is because the provider has failed to inform the regulator of a change in the management structure of the service	New

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