Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Parkrow Care Ltd

33 Holton Road
Barry
CF63 4HB

Date Inspection Completed

04/05/2023

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About Parkrow Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Parkrow Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert] 6 October 2020
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Parkrow Care provides care and support to people in their own home in and around Barry in the Vale of Glamorgan. People are highly complimentary about the service they receive, tell us "*Nothing is too much trouble*." Care workers make a positive difference to people, helping them to achieve their goals, but adding that personal touch with their friendly approach, listening ear and considerate service delivery. A large proportion of people told us of the "*Excellent standard of care*" by a "*Wonderful team*".

Care documentation is good, so care workers know when and how to deliver support. People are involved in their care planning and reviews. People and relatives like the electronic 'app' that allows them to know which care worker will be visiting them and when.

Management of the service is robust. Monitoring systems are in place and help to maintain high standards throughout the service. The provider who is also the Responsible Individual (RI) and manager has good oversight. A well trained, competent workforce feel valued and commend the management for their support. All members of staff are registered with the workforce regulator, Social Care Wales.

Well-being

People are treated with dignity and respect. People are consulted about their desired outcomes and preferred visit times. People are complimentary about every aspect of the service they receive; they tell us that the care workers are "*Professional at all times*," are "*Courteous*" and "*Always ask if there's anything else they could do*." One family member told us "*They make my relative feel comfortable*," and people say their care workers "*Always have a smile*." One person told us that the care workers "*Lift my spirits, listening if I'm worried about anything*."

Information is available so people know what opportunities are available to them. A 'statement of purpose' and 'service user guide' tell people what the service offers. Good lines of communication support people to get the information they need, and new electronic systems allow people to view information that helps them know which care worker will visit and when. Whilst there is no current need to deliver care through the medium of Welsh, the provider indicates they would try to arrange this if the need arose.

The provider supports people with their health and well-being. Personal plans reflect people's needs and wishes so care workers can easily follow these. People have access to their own personal plan and are part of the reviewing process so any changes required can be identified. Some people have support with medication and the provider is adapting the recording to ensure this is as safe as it possibly can be. Some people have support with attending health appointments.

Every effort is made to safeguard people. Care workers are recruited with all checks carried out to ensure they are fit to work with vulnerable adults. A comprehensive induction and training programme is provided and care workers have spot checks to see if procedures are being followed. All care workers are registered with the workforce regulator. Documentation around care considers any identified risks, giving clear information to care worker so that support can be delivered in a safe way. Infection control procedures are followed. People know how to raise issues and these are considered and resolved by the management. The RI has oversight of the service having effective monitoring systems to help prevent safeguarding issues.

Care and Support

People are supported to make choices about their care. Initial assessments are carried out and people are encouraged to share their wishes and aspirations. People's contracted visit times arranged through the local authority are not always what people prefer, but the provider of the service makes every effort to accommodate choices of times where possible. A new electronic system allows people and their relatives access to schedules, so they know who is going to be coming to support them and when. The provider is considering developing this further to ensure monitoring of call times can be analysed. People tell us they are consulted about the care and support they want delivered and many told us that the service is "*Excellent."*

Personal plans are in place, detailed and available for care workers to follow. Risk assessments help to consider the action required to keep people safe, including when assistance with medication is needed, or helped to move. People's desired goals are recorded, and personal plans reviewed every three months as required. A clear personal profile records information about the person and the provider is considering how this can be further enhanced to ensure a person's social history is captured. Important information is available to help care workers safeguard people including details of allergies and high-risk medication. Daily records show care provided including support with medication, but the provider is changing this, keeping medication records separate so that any gaps can be seen at a glance.

People's health and mental well-being is considered. People have help to access health professionals and where required, support to attend health appointments. Preventative measures are taken to help people stay as healthy as possible. People have peace of mind due to the reliability of the service, some telling us "*Timing is excellent*" and "*They're always there for me, never let me down.*" People enjoy warm relationships with care workers who are described as "*Fantastic, kind, caring and thoughtful*." People have the information they need to raise issues if this is necessary but tell us that the manager listens and helps to resolve any small problems. People also commented that the office staff respond promptly to telephone calls or messages and note that they are "*Helpful and accommodating*".

Infection control is monitored. Care workers have access to sufficient personal protective equipment including gloves, masks and aprons. The management carry out spot checks to ensure care workers are following procedures, including keeping people safe by preventing spread of infection.

Leadership and Management

The provider has governance arrangements in place. The responsible individual (RI) is also the manager of the service, and has a presence on a daily basis. They are experienced, knowledgeable and passionate about personalised care. The RI reviews the care provision on a monthly basis, consulting people and staff about their views to help develop and improve the service. The RI has made improvements, producing reports to reflect the analysis of key performance indicators, developing these further to ensure they record all development plans with timeframes. A 'statement of purpose' and service user guide are kept up to date and available so people can have an understanding of what the service offers. The provider is working to make information about visiting times and medication within these more robust.

The service is run smoothly. The manager considers people's needs and preferences, recruiting sufficient staff to ensure contracted packages of care can be delivered. Favourable employment conditions are appreciated by care workers, including guaranteed hour contracts, paid travel time, and equipment to support their role. We had an overwhelming positive response from care workers who commented that they feel valued and supported, stating, "*Very good management look after the staff well,"* and "*What shines is the management's efforts to support staff."* There is continuity of care workers and management form part of the team to cover sickness and absences. Care workers comment on the good 'teamwork,' and meet as a team for regular meetings.

Care workers are recruited safely and supported to develop. Well organised personnel files contain all relevant documentation to demonstrate that care workers are fit to work with vulnerable adults. Induction provides a broad range of training which is updated and refreshed on a regular basis. Managers undertake spot checks to ensure care workers are following procedures. The provider has identified that competency checks, especially for medication, need to be completed. Supervision meetings give opportunities for care workers to raise any issues and discuss their development. Care workers are encouraged to undertake qualifications relevant to their role, with the manager going the 'extra mile' to support learners who may find this a challenge. Every member of staff is registered with Social Care Wales, the workforce regulator.

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

N/A	No non-compliance of this type was identified at this inspection	N/A
16	Regulation 16(1)-(4): Ensure personal plans are reviewed with individuals and their representatives at least every three months and consider the extent to which individuals achieve their personal outcomes.	Achieved
80	Regulation 80(2): Ensure the RI maintains a system for monitoring, reviewing and improving the quality of care and support at least every six months.	Achieved

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