



Inspection Report on

Liberty Care Flintshire Ltd

**Liberty Care (flintshire) Ltd
Sealmart House
Bryn Hilyn Lane
Mold
CH7 1JY**

Date Inspection Completed

31/01/2024

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About Liberty Care Flintshire Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Liberty Care (Flintshire) Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	October 2020
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

People and relatives are extremely happy with the very high-quality service they receive. Relatives talk about the positive impact this has on people's wellbeing and also their own. They are fully involved and the service is exceeding their expectations. Relative's comments include *"so good, it makes our day"*, *"absolutely marvellous"*, *"wonderful"*, *"It is a five-star service"* and *"Liberty Care are the best"*.

Care staff are consistently positive about the service, they feel really valued and benefit from being well supported and trained. Comments about the service include *"The whole team works really well, and excellent standards of care are carried out"*, it is *"reliable, friendly, professional, the whole package"* and *"can't praise them more highly"*. Relatives describe them as professional, very caring and commented on their kindness. Recruitment processes need strengthening and one to one supervision meetings are required.

There is strong leadership and management of the service and a positive culture is promoted throughout. The responsible individual (RI) is also the manager and is committed to ensuring people receive a quality service, well above their expectations. Systems and processes successfully monitor service delivery to continually improve it. The RI actively seeks out opportunities to involve and bring everyone together.

Well-being

People have very strong control over their lives, they are involved and always feel listened to. Emphasis is placed on effective communication. The service is superb at ensuring people's communication needs are being met. Comprehensive information is captured in 'About Me' including personal identity, preferred language and how best to communicate. Some care staff have completed Welsh lessons through the local college to improve their Welsh Language. The RI told us this has a positive impact and makes a difference to people as care staff greet them and talk with them in Welsh. A relative confirmed care staff practice speaking Welsh with their family when they visit which is *"a great thing"*. Every effort is also made to match people with care staff who speak other languages. Every person is sent rotas so they always know which care staff to expect. Relatives confirmed people receive rotas in the post every week which *"works really well"* and they are *"kept involved and included every step of the way"*.

People's physical, mental health and emotional wellbeing needs are consistently met. Exceptionally detailed initial needs assessments are completed, alongside other relevant assessments to produce extremely personalised plans for people. Professionals are contacted as needed to provide advice and support. People can receive support for short periods of time to socialise with their family, friends and maintain their independence. The RI told us they work with a charity where families can also access their service to go out and have their own social needs met. The service is highly creative and newsletters are sent out to inform people of activities; events and they are encouraged to get involved. For example, on completion of newsletter quizzes, people receive a box of biscuits. We saw photos of staff in fancy dress, competitions being held and people presented with different awards, trophies and also hampers. People and relatives have exceptionally positive relationships with care staff. Relatives told us *"Staff are wonderful, every single one of them"* and said they bring out the best in people. They commented, the service is *"priceless to us, they go above and beyond"* and *"We are over the moon to have them"*.

People are protected from harm. Relatives and care staff told us they can raise issues or concerns and these are resolved. There is a safeguarding policy in place and care staff receive training in safeguarding.

Care and Support

People have up to date and highly accessible electronic personal plans. These are very effective in ensuring detailed information is recorded about people's life histories, significant places, hobbies, interests and personal preferences. Information is collected about all those who may be present at the person's home when care staff visit including friends, family members and anyone else. The extensive electronic system allows greater access and sharing of important information. For example, care staff, people and relatives can access personal plans and daily records at any time with the person's consent. Relatives confirmed this is very beneficial, commenting it is *"fantastic"* and provides *"peace of mind"*.

Professionals can also access information prior to reviews, gaining a more in-depth insight into the care and support being offered and any issues arising.

People receive very high standards of care and support. Health information includes all professionals involved and advice or support is obtained whenever needed. End of life plans are completed where appropriate with sensitivity, ensuring people's final wishes are respectfully recorded. Care staff complete daily records which reflect the person-centred care they offer and shows people's preferences are always respected. People's outcomes are set, monitored and consistently achieved with care staff who offer a very high standard of care and support. Relatives told us how important it is for people to be living in their own home with their families around them, which enhances everyone's well-being. A relative commented, care staff have time to *"sit, make a cup of tea and talk"* to people as well as carrying out care and support. Care staff told us *"The care that is delivered always puts the clients first"*, it is *"High quality care"* and *"All standards of care are met to a high standard"*. Relatives commented on *"handpicked staff"*, *"wonderful, lovely girls"* who are *"professional, just amazing"* and have real kindness. A relative told us care staff are *"excellent"* and their family member *"loves them"*. Other comments include *"How lucky are we to have these ladies, professional and friendly"* and a *"fantastic team of carers and office"* staff.

The provider promotes hygienic practices and manages risk of infection. There is an infection control policy in place and care staff receive training. Personal plans remind care staff to make sure they are wearing personal protective equipment (PPE) and supplies are available at the office.

Leadership and Management

Recruitment processes are in place but this needs strengthening. Checks are made including disclosure and barring service (DBS). We discussed with the RI about information to be held on all staff files. New staff receive comprehensive inductions and spend time with more experienced staff, building their confidence. A relative told us anyone new is introduced to their family member and they tell them a little bit about themselves. Well-being chats are carried out after three months with care staff to see if they need any additional help. Monthly newsletters inform people about staff who are starting or leaving.

People are supported by a highly motivated, skilled and committed staff team. All staff responded *“excellent”* when asked if they feel valued and supported. Comments include *“staff and management very supportive”*, *“such a friendly place to work and supportive”*, *“great teamwork”* and the *“manager always makes time to listen”*. Observations of practice are carried out but one-to-one supervision meetings are needed and we discussed this with the RI. Appraisals are being completed every six months. Monthly team meetings provide staff with opportunities to come together and discuss issues. Staff commented, they take *“on board any ideas from their staff”*. Training is provided by an academy and reminders are sent when refresher training is due. Staff commented *“all training provided”* and *“all training is always up to date”*. Staff register with Social Care Wales (SCW), the workforce regulator.

Care staff have sufficient travel and care time and receive their rotas in advance which include a map of the exact location of people’s homes. Staff told us *“The Rotas are well thought out”* and *“rotas are done fairly”*.

There are strong governance arrangements to support the smooth running of the service. Quality of care reviews are carried out every three months, identifying what works well and any areas for improvement. Compliment cards decorate a board in the office in recognition of the care and support provided to people. Positive reviews submitted online resulted in the service receiving an award for Top 20 care providers in Wales 2023.

There is innovative leadership and management of the service, creating a positive culture throughout. The RI looks for new and creative ways of doing things and brings everyone together. Events are also held for staff to celebrate their work performance. Staff commented on the *“company ethos”*, *“the whole agency is family run, which gives you a sense of belonging”* and *“I would recommend anyone who wants to work in care to work for Liberty Care”*.

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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N/A	No non-compliance of this type was identified at this inspection	N/A
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