



Inspection Report on

Trinity Care and Support

**Trinity Church
John Street
Porthcawl
CF36 3DT**

Date Inspection Completed

22/11/2022

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About Trinity Care and Support

Type of care provided	Domiciliary Support Service
Registered Provider	Trinity Care and Support
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert] 15/6/2022
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

Trinity Care and Support provides care services to people in Porthcawl and its surrounding areas. People report that they are happy with the care they receive and find the care workers to be friendly and helpful. Personal plans require review to ensure they accurately reflect the care and support individuals need. Staff recruitment and vetting ensure care workers are safe and fit to work. Care workers receive supervision and training to support them in their role. The new manager of the service has started to address some deficits found during the inspection, these require further work and embedding into practice. Policies and procedures require updating to reflect current legislation and best practice. The Responsible Individual (RI) visits the service on a regular basis but needs to gain feedback from people using the service for regulatory compliance. The Statement of Purpose (SoP) requires updating to accurately reflect the service provided.

Well-being

People have choice and control over their day-to-day lives, and how their care is delivered. People are treated with dignity and respect and staff are dedicated and committed to supporting them. People and their relatives told us they are happy with the care and support provided and appreciate the friendly nature of the care workers. Relatives said, “*we love them to bits*” and “*they are the best carers we have ever had*”. We found staff to be hard working, caring and responsive to people’s needs. Recently completed individuals/relative surveys provide positive feedback regarding the service.

The physical, mental health and emotional wellbeing of people is supported. Care workers have a good understanding of people’s health conditions and the support they require. Personal plans give information about people and their care needs; we found care plans require review to ensure they are sufficiently detailed, person centred and current. A small and consistent staff team supports people. Care workers are sensitive and understanding in the way they support individuals to live as independently as possible. They have developed good relationships with the people they support. This has a positive impact on people’s emotional well-being and provides reassurance to family members. An individual told us “*We have a laugh with them*”. People know how to raise concerns if needed and have confidence matters will be appropriately dealt with.

Care and Support

The care offered by the service supports people to remain well. Relatives told us that people receive good care and support and do not have any issues with the care delivered. They told us “*they are awesome*”, “*we are very happy with them*” and “*we are really happy with them*”. People benefit from continuity of care and support. Care is provided by a workforce that generally feel happy and supported in their role. We spoke with several staff members who reiterated the continuity that they have for calls which enables them to get to know people and their needs well. However, we found that people’s personal care files are not reviewed to ensure they remain accurate and current. We notified the provider that they were not meeting legal requirements and will follow this up at the next inspection.

People are safe and protected from harm. Care workers know the action they need to take if they suspect a person is at risk of harm or abuse. They are also confident the service provider would take any concerns seriously to make sure people are safeguarded. They recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. Care workers are aware of the whistleblowing procedure, and said they felt confident approaching the manager if they needed to. Care workers have undertaken training in safeguarding. There is a safeguarding and whistleblowing policy for staff to access and follow but this requires updating.

Environment

We do not consider the environment as part of a domiciliary care service inspection, other than the suitability of its office premises. The service operates from within the Trinity Church building, which is easily accessible with close-by parking. Trinity Care and Support keeps records and documents securely, and there is space available for meetings, private conversations, staff training and supervision.

Leadership and Management

The vision of the service is not fully clear. The Statement of Purpose does not fully set out the service's aims, values, and support available. It does not reflect the recent change in support offered and we did not find it consistent with the service provided. We notified the provider that they were not meeting legal requirements and will follow this up at the next inspection. There is a new manager in post who recognises that improvements are required and is addressing matters. When asked about the new manager one individual told us she is "*absolutely blinking marvellous*".

People cannot be fully assured that there is sufficient oversight to closely monitor the service. The service does not currently use an electronic call monitoring (ECM) system to monitor care workers arriving and leaving calls or to highlight any issues. However, the manager is looking to introduce this along with regular audits. People receive calls in a timely manner. People we spoke with are happy with the call timings. They understand and are informed if there were exceptional circumstances which affect the call taking place as planned. People told us "*They are flexible and we work together*" and "*they arrive on time*". The responsible individual (RI) undertakes regular visits and completes six-monthly quality assurance reports. However, they need to directly seek and record the views of people using the service. We notified the provider that they were not meeting legal requirements and will follow this up at the next inspection.

The provider has policies, procedures and systems in place for the running of the service. We found the policies are basic in detail and do not always guide staff appropriately. There is a safeguarding policy in place however, it does not provide steps for staff to follow; the contact details within the Local Authority and does not reflect the Wales Safeguarding Procedures. We notified the provider that they were not meeting legal requirements and will follow this up at the next inspection.

Care workers are appointed following a safe and robust recruitment process. Staff files are easy to navigate and contain the information needed. Pre-employment checks take place before new employees start work and include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. Employee records show all care workers are up to date with their essential training. There is a small staff team, which means communication is straightforward. Care workers provided us with positive feedback and explained they feel supported in their roles. Records show care workers are offered an ongoing programme of training and development that equips them with the necessary skills to deliver good quality care. Records relating to supervision show the service is meeting regulatory requirements in this key area.

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
15	The provider is not compliant with regulation 15(1) as it has failed to identify individuals needs.	Achieved

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
16	Not all personal plans have been reviewed at least three monthly	New
73	The RI is not gaining feedback from people using the service.	New
12	Not all policies are detailed or provide guidance for staff to follow	New
7	The service provider has not kept the statement of purpose under review as required, and where it has been updated a copy has not been provided to the regulator. It does not accurately reflect the management arrangements of the service, or changes to legislation and guidance.	New

Date Published 22/12/2022