



Inspection Report on

MiHomecare Carmarthen

**Mihomecare
7a Hall Street
Ammanford
SA18 3BW**

Date Inspection Completed

27/10/2022

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About MiHomecare Carmarthen

Type of care provided	Domiciliary Support Service
Registered Provider	MiHomecare Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	26 February 2020
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Overall, MiHomecare Carmarthen Domiciliary Support Service endeavours to support people as they wish to be supported. The staff team want to make a positive difference to people's lives. Care workers feel well supported by senior staff members. Generally, people and their relatives are complimentary about the care workers who visit them in their own homes. However, some people told us they had experienced late call times in the past, together with unfamiliar care workers. There are systems in place to monitor the quality of care provided.

Well-being

People and their relatives are generally satisfied with the service they receive from MiHomecare Carmarthen Domiciliary Support Service. Personal plans reflect each person's care needs and the staff team are aware of the importance of each person's well-being. Most people are enthusiastic about the care workers who visit them. One relative said, *"They are very kind and patient with us, and want to do a good job when they are here."* Another person told us they support them well and *"are lovely and caring."*

People say they feel safe with the care workers who visit them, especially when they are familiar to them. This gives each person reassurance they are listened to. One person said, *"They are patient and take their time"* and a relative said they, *"feel the girls understand us, what we need from them."* People and relatives say their care workers respect them and never rush them. However, some people told us their care workers were sometimes late and unfamiliar to them, but they understand this cannot always be helped. People say they know how to make a complaint and are confident the manager would listen to them if they did. Each person's privacy and personal information is protected at all times.

The provider provides an 'Active Offer' of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. It anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service. Documents are bi-lingual and there are several staff members who are fluent Welsh speakers.

We saw care records that describe how care workers provide each person's support, to achieve their best possible outcomes. The provider considers a range of information to meet people's needs before their support is put in place. This includes obtaining information from external healthcare professionals such as social workers, together with all assessments relating to the person. From this, senior staff develop care records to describe people's support arrangements. To remain current, all care records are regularly reviewed, more frequently wherever support needs change. In addition, people and relatives tell us they are involved in these reviews, to ensure their opinions are heard. People and their relatives are very happy with the support they receive. One person said, "*Oh yes, very happy. I don't know what I'd do without them.*"

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the service and care workers may refer to infection management policies when necessary. Measures are in place to ensure people are kept safe from infection as far as possible: this includes the appropriate use of personal protective equipment by all care workers.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

Leadership and Management

The manager is committed to developing a culture which ensures the best possible outcomes are achieved for people. There are systems in place to monitor peoples' well-

being and the quality of support they receive. The senior management team identifies actions needed to maintain people's well-being: audits monitor aspects of people's care and support. For example, quality of care records, medication administration and infection control. The senior management team make themselves available for the staff team and are well-known to people and their relatives. People and their relatives confirmed this and say they are happy with the contact they have with senior staff. One person said, "*Yes, the office phones if the girls are running late.*"

There is a large staff team, so team meetings are held to give all employees the opportunity to discuss their work and to keep up to date with all new developments. Employee supervision records - where care workers are given the opportunity to discuss issues in a formal setting - have lapsed over the recent Covid pandemic. However, the manager showed us how everyone will be up-to-date by the end of the year. The manager explained they want the discussions to be useful for each employee, so they are taking longer to catch up.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' Employee records show all care workers are mostly up to date with their essential training.

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
	Regulation 21: Care and support: The service provider must ensure that care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.	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
N/A	No non-compliance of this type was identified at this inspection	N/A

Date Published 16/11/2022