



Inspection Report on

Willowmere Home Care Agency Limited

**Mind In The Vale
29 Tynwydd Road
Barry
CF62 8HB**

Date Inspection Completed

18/01/2024

Welsh Government © Crown copyright 2024.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Willowmere Home Care Agency Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Willowmere Home Care Agency Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	26 June 2022
Does this service promote Welsh language and culture?	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

People are very happy with the care they receive and speak highly of the care staff who support them. People feel well supported and included in their care planning and reviews and are encouraged to be involved in regard to their care delivery. Care staff receive appropriate training and supervision and feel valued working at the service. The Responsible Individual (RI) has good oversight of the service. Improvements have been made to quality assurance monitoring which now includes seeking feedback from people using the service and care staff working at the service. There are policies and procedures in place and safeguarding referrals are made appropriately. Care Inspectorate Wales (CIW) are notified of any reportable incidents. Care documentation is robust and clearly outlines people's needs and how they should be met. There are risk assessments in place where necessary and documents are kept under review to ensure they remain accurate. Care staff rotas now include travel time in between consecutive care calls and care staff feel they have enough time to undertake their roles. Complaints to the service are taken seriously and care staff are recruited safely.

Well-being

People are supported to have autonomy over their own lives. People are at the centre of care planning and included in reviews of their care. People choose the times of their care calls and what support they receive during these times. Care documentation is robust and includes people's preferences, likes and dislikes. People's views are sought as part of quality assurance processes and people are given detailed information about the service. There are policies and procedures in place for the smooth running of the service and care staff receive appropriate training to support people correctly. Care staff continuity is very good and ensures people are able to build relationships with the care staff who support them. Good continuity also ensures people are supported in their preferred way. People told us they are happy with the service they receive and spoke positively about the care staff team. People feel confident they could raise a concern if required and told us they are always able to speak to the office staff when they need to.

People are treated with dignity and respect. Care staff have a good understanding of the needs of the people they care for and do so with kindness and compassion. People told us they are happy with the care they receive and feel very well supported. Care staff rotas include sufficient travel time between calls to ensure people are not rushed and receive all of their required care. Care staff receive formal supervision and feel valued and well supported working at the service. The RI is present at the service on a weekly basis and has good oversight and knowledge of the service.

People are protected from harm and abuse. Willowmere has a robust safeguarding policy in place and all care staff attend training in the protection of adults at risk of abuse. The manager makes safeguarding referrals when required and notifies Care Inspectorate Wales of events as set out in the regulations. Complaints to the service are taken seriously and monitored closely as part of quality assurance processes. Care staff recruitment is safe and robust. Pre-employment checks are completed correctly and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

Care and Support

People get the right care at the right time. Care staff attend training appropriate to the roles they undertake and feel well equipped to do their jobs. Improvements have been made to care staff rotas which now include travel time between all consecutive calls. This ensures that care staff have time to travel to people without rushing and the time to complete all required tasks. Personal plans of care clearly outline peoples needs and how they should be met and are supported with risk assessments where required. All documentation is reviewed regularly to ensure it remains accurate and up to date. Personal plans are important as they guide care staff on how to care for people correctly. People told us they see the same care staff regularly and we were able to see good care staff continuity on care staff rotas. Good care staff continuity is good practice as it assists people to build good relationships with the care staff who support them and enables care staff to get a better understanding of peoples needs.

People can be assured they have choice and control. People receive an assessment prior to services commencing to ensure the provider can meet their needs. People then agree their preferred call times and what assistance they need. People told us that Willowmere are very accommodating if they need to change their times for any reason. Personal plans of care are person centred and include people's views and wishes. We noted that documents also detail what people can do for themselves to promote people's independence where possible. Willowmere are also part of the Local Authority initiative 'your choice' where people are free to use their assessed care hours as and when they choose for support of their choice. People we spoke with told us that they are very happy with the care they receive and described the care staff as "*brilliant*". One person said, "*they are good as gold, and virtually always on time*". Another person said, "*I can't fault them, I like them all, they are all very nice*".

Leadership and Management

People benefit from the leadership and management in place. Willowmere has an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service and to inform care staff of what is expected of them. The manager understands legal requirements of caring for vulnerable people and makes referrals to the Local Authority safeguarding team when required. All referrals are stored centrally and monitored for themes, trends and patterns. Improvements have been made to quality assurance monitoring which now takes place in line with regulatory requirements. Reports contain the correct data and evidence engagement with service users, care staff and external stakeholders. Quality assurance evidences the provider is committed to providing a quality service and making improvements when required. People are given detailed information about the service they can expect to receive which includes details of how and where to complain if they are not happy with the service. The organisations' statement of purpose is kept current. This document is important as it sets out how care is provided, to whom, where and when.

People are supported by care staff who are well supported and safely recruited. Improvements have been made to care staff training and all care staff are now up to date with required training. A care staff member told us they are also able to access additional training of their choice to enhance their own knowledge and learning. Care staff receive a formal supervision in line with regulatory requirements and feel well supported by the manager. Supervision is important as it is an opportunity to discuss practice issue or needs in a formal setting which is recorded. Care staff we spoke with told us they are happy working at Willowmere and described the manager as "*amazing*". One staff member said, "*if I have any problems someone is at the end of the phone to help me*", and another staff member said, "*I have no issues at all, they are a good company to work for*". We examined a selection of care staff personnel files and found they contain the required information. Pre-employment checks, including DBS and references, are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

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
36	Staff supervisions are not completed in line with regulatory requirements and need to be completed more frequently. Staff refresher training is overdue and improvements are needed to the ongoing training programme.	Achieved
41	The provider does not incorporate staff travel time into rotas.	Achieved
76	The Responsible Individual has failed to put processes in place to obtain feedback from staff working at the service and Local Authority commissioners.	Achieved
80	The provider is not monitoring complaints, incidents, safeguarding referrals or whistleblowing concerns as part of quality assurance monitoring. There is no indication of where improvements are required and how these are to be made, which is a vital part of the quality assurance process.	Achieved

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 19/02/2024