



Inspection Report on

Willowmere Home Care Agency Limited

**Barons Court
Penarth Road
Penarth
CF64 1ND**

Date Inspection Completed

20/06/2022

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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	12 February 2020
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People are very happy with the care they receive and speak highly of the care staff who provide their care and support. Care documentation is thorough, robust, and reviewed regularly to ensure it is kept current. There are risk assessments and other supporting documents in place where required. Care staff are happy in their roles and feel well supported, equipped to undertake their roles, and valued, but staff training and formal staff supervisions are areas that require improvement. Care staff continuity is excellent and enables people to build good relationships with the care staff who provide their care. Rotas are prepared and sent to people and staff in advance but require care staff travel time to be added into them. There are robust policies and procedures in place for the smooth running of the service and the provider takes complaints to the service seriously. The Responsible Individual (RI) has good oversight of the service, but quality assurance processes need to be completed in line with regulatory requirements. The provider understands legal requirements in regard to caring for vulnerable people and liaises with the Local Authority safeguarding team when necessary.

Well-being

People can be confident they are treated with dignity and respect. People are given detailed information about the service and what they can expect, which includes details of how they can complain if they are not happy with the service. Care documentation highlights people's needs and how these should be met. Care staff understand the needs of the people they care for and do so with kindness and patience. People speak fondly of the care staff and have no complaints in regard to the service they receive. Quality assurance monitoring considers the views of people using the service. There are robust policies and procedures in place and staff receive appropriate training, but improvements are required to staff refresher training arrangements.

People are supported to have choice and control. People are included in the assessment and review processes and care documentation clearly outlines how people want their care to be delivered. People choose the times of their care calls and have full control over what tasks are completed. The provider keeps people fully informed of which care staff will be providing their care and lets people know of any necessary changes. Care staff rotas highlight excellent continuity which ensures that care is consistent and delivered in line with people's preferences. Travel time for staff needs to be added into the rotas to ensure that people receive their fully allocated care call time at all times.

People are protected from harm and abuse. Willowmere has a robust safeguarding policy in place and the RI understands legal requirements in regard to caring for vulnerable people. Referrals are made to the Local Authority safeguarding team when required and stored centrally but should be monitored as part of quality assurance processes. Staff recruitment is safe as pre-employment checks are completed before employment commences. There is a system in place to ensure that Disclosure and Barring Service (DBS) certificates are checked annually or renewed every three years. Staff feel fully equipped to undertake their roles and receive formal supervision but not as frequently as required. Supervision is important as it is an opportunity to discuss any practice issues or needs in a formal environment that is recorded.

Care and Support

People are supported to have autonomy over their own lives. Care documentation is person centred and tailored around people's specific needs. Personal plans of care include people's likes, dislikes, and preferences on how they wish their care to be delivered. These documents are reviewed regularly to ensure they are accurate, which is important as these personal plans guide staff on how to care for people correctly. People we spoke with told us that the care they receive enables them to remain living independently in their own homes. One person said, "*the carers do a great job and I have no complaints regarding the service*". People receive a rota of care staff so they know who will be providing their care in advance and one person told us "*The office always let me know of any changes or issues*". People had not had reason to make a complaint to the service but told us that they would be comfortable doing so if they ever needed to.

People get the right care at the right time. An assessment of people's needs takes place before the service commences, which outlines people's needs and how they are to be met. Care call times and lengths are agreed before the service commences with the option to adjust these timings, if necessary, once the package has started. We examined care staff rotas and saw that the continuity of care staff is excellent. This has enabled people to build good relationships with the staff who provide their care and also ensures that people get their care delivered in their preferred way. People we spoke with told us that care staff generally arrive on time and have enough time to complete all required care. Care staff told us that they have enough time to undertake their tasks and never feel the need to rush people. We noted that rotas do not include staff travel time, and whilst this does not appear to be having any impact on people, we have advised the provider that it is a regulatory requirement. While no immediate action is required, this is an area for improvement and we expect the provider to take action. The provider has given assurances that this issue will be addressed. People told us that they are happy with the service and described the care staff as "*lovely, polite, friendly and very helpful*". One person said, "*I cannot praise them enough*".

Leadership and Management

People benefit from the leadership and management in place, but improvements to quality assurance processes are required. Willowmere benefits from an RI who is also the manager and registered with Social Care Wales, the workforce regulator. The RI is present at the service on a daily basis and has a good oversight of the service. The RI has a good understanding of safeguarding people at risk of abuse and seeks advice and guidance from the Local Authority safeguarding team when necessary. Any referrals are stored centrally with outcomes recorded. There are quality assurance processes in place that consider the views of the people using the service, but the provider should also seek the views of staff working at the service and the Local Authority who commission services from them. Quality assurance processes need to take place every six months and include oversight of areas such as safeguarding referrals, and complaints and indicate how the service will develop following the findings of the process. While no immediate action is required, this is an area for improvement and we expect the provider to take action. We have been assured that improvements will be made. There are policies and procedures in place for the smooth running of the service and complaints to the service are dealt with correctly. The service has received a number of compliments in regard to the service they receive and one person wrote to the agency and advised that *"your staff treat me like a queen"*.

People are supported by staff who are safely recruited. We examined a selection of staff files and were able to see that they contain all required information. Pre-employment checks including references and DBS certificates are applied for before employment commences. These checks are important as they determine a person's suitability to work with vulnerable people. Care staff are very happy working at Willowmere and one person we spoke with told us *"I love my job and I am proud to work for the company"*. Another staff member said, *"the company are very supportive, they are professional and listen to what the care staff tell them"*. Staff feel well supported and equipped to do their jobs, but we noted that some refresher training is overdue and formal supervision is not being completed within regulatory timeframes. While no immediate action is required, this is an area for improvement and we expect the provider to take action. The provider has given assurances that they are actively working toward these improvements.

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
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	New

	programme.	
41	The provider does not incorporate staff travel time into rotas.	New
76	The Responsible Individual has failed to put processes in place to obtain feedback from staff working at the service and Local Authority commissioners.	New
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.	New

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