



Inspection Report on

Just ONE Recruitment and training Limited

**Office 1
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Mold
CH7 1AP**

Date Inspection Completed

21 February 2022

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About Just ONE Recruitment and training Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Just ONE Health and Social Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016
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 receive good support from a caring and motivated staff group. They receive support and advice to help them be as healthy and safe as possible. Individuals can develop and maintain relationships with the people they choose, who are important to them. People are supported to make choices about their own home and about being part of their local community, through work, education and leisure opportunities.

People are supported to maintain their homes, decorate them as they would like and make sure they are as safe as possible.

There is good oversight of how the service operates. A robust management structure, with a wide range of audit tools, ensures the smooth operation of the service. Staff receive training in a range of topics although the service agree this range should be improved and mandatory training held more regularly. They have advised they will act on this immediately.

Well-being

People can speak for themselves and contribute to the decisions that affect their lives. Personal support plans detail their individual needs and preferences. People are supported to express their views on a wide range of subjects, from simple choices about what to eat to who they want to live with. They follow their own routines and are supported to choose how they spend their time.

People's physical, mental health and emotional wellbeing are promoted. People choose how to stay safe and healthy and get friendly advice about their health. People have a say in what is safe for them and are helped to manage their risks sensibly. All staff receive training on safeguarding, understand their responsibilities for reporting concerns and there is an up to date policy that is easy to read. There are good systems in place to manage infection control to help keep people and staff safe. People are supported to maintain good relationships with others. They receive support to help them spend time with those who are important to them. People receive support to manage relationships within their own home.

People live in their own homes which supports them to achieve wellbeing. Individual needs and preferences are considered; they receive support to have their personal space as they would like it and are involved in how the communal spaces look. People are supported to identify if their home is no longer meeting their needs and find alternative accommodation. People are supported to arrange required maintenance work with their landlords, to ensure the home is meeting their needs safely.

Care and Development

People receive support that meets their individual needs. The service supports people to choose where they live by arranging visits to suitable accommodation. Personal care plans contain some good information and demonstrate people's individual preferences are known, for example how best to communicate with people. However, some support plans require more specific detail to ensure there is consistency of support at the right level. Support plans did not always make it clear how to support people to become more independent and learn new skills. Reviews with individuals are carried out by keyworkers to ensure their needs are understood. People told us they were able to speak to support staff and managers to say how they feel and ask for support for things they would like.

People receive individualised support from friendly, motivated staff. Records show that people receive support as described in their care plans. We saw people follow their own routines and engage in activities of their own preference. These ranged from work opportunities to a wide range of leisure and/or exercise activities. People are happy with their support and we saw that support staff are respectful towards them. We spoke with family members and they told us staff are very good and most felt able to approach them. People are supported to see a range of people who are important to them, including families and friends, in a variety of locations. Some people have lacked consistency in staff, due to the impact of Covid 19. However, the service are trying to address this. People told us they are supported by staff to decorate their own rooms, the way they want too.

People are supported to access a range of healthcare support. Records show that people are supported to seek medical advice and attend health appointments. People are given advice about their health and nutrition and they make choices whether to follow this advice. Support with medication is offered to individuals and this is well managed. Staff are appropriately trained in safe medication management. Audits of medication procedures are carried out on a regular basis and issues that are identified are dealt with.

People's safety is well maintained. The service has good systems in place to help ensure people are safeguarded from abuse, through training and easily accessible policies. Staff told us they would report any concerns to the appropriate people. Infection control systems are good, and there is a wide range of measures in place to help people stay safe from Covid 19. This includes good measures in the office and audits on infection control and cleanliness checks in people's homes to ensure staff are following the correct procedures.

Leadership and Management

The service has good systems in place to monitor the smooth operation of the service. The Statement of Purpose is regularly reviewed and accurately describes the way the service is delivered. The Responsible Individual (RI) carries out visits as required, and it is clear they are actively involved in driving improvements in the service. Family members told us they find the RI approachable and helpful. Regular continuous improvement meetings are held with all the management team, which identifies actions required to improve the service. A wide range of audits are carried out by the management team to ensure all aspects of the service are monitored and reviewed. Property audits to check people's homes are safe and well looked after are carried out. Quality of care reports are completed, but could better evidence how the service is helping people to achieve their well-being. Policies are regularly reviewed and give concise, clear guidance for staff to follow. We note the confidentiality policy should give clear and specific guidance about use of the electronic system used for care planning and recording. Use of the electronic system should be regularly monitored to ensure confidentiality is upheld.

People are supported by caring and motivated staff. Safe recruitment practices are followed when new staff are employed. Difficulties in recruitment in the care sector are recognised and the organisation are taking positive steps to address it. The service usually involve people in recruiting staff who will support them, but this has been difficult during the Covid 19 pandemic. However, people are introduced to new staff prior to them supporting them and the working relationship is monitored to ensure it is effective. The service provides a range of training, and staff feel they have good training for their roles. However, the service agree that mandatory training should be refreshed more frequently and the range of mandatory training should be expanded to include key topics that affect most of the individuals they support. Staff told us they have mainly received online learning during the pandemic and feel they require face to face training, which had mainly been put on hold. There are regular staff meetings to ensure they receive important information and staff have an opportunity to discuss any issues. Staff told us they feel well supported and valued by the organisation

Environment

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	N/A

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