



# Inspection Report on

**New Directions Care and Support**

**Lambourne House  
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Cardiff  
CF14 5GL**

## **Date Inspection Completed**

11 November 2022

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## About New Directions Care and Support

Type of care provided	Domiciliary Support Service
Registered Provider	ND Care and Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language.

### Summary

New Directions Care & Support (Cardiff & the Vale) is a domiciliary support service for both adults and children.

People can be confident they are supported by a provider that shows a commitment to improving the quality care and support. Overall, we found sufficient governance arrangements at the service, but managerial oversight of people's call times and staff travel times requires improvement. Staff recruitment and vetting ensure care workers are safe and fit to work. Care workers receive regular formal supervision and spot checks to support them in their role.

We received mixed feedback from people. Most people are happy with their care workers but told us they want to be informed beforehand when there are changes with call times and staff. Children and young adults have access to consistent care workers who they have built a meaningful relationship with, who arrive on time and stay the full duration of a call. This may not always be the same for adults who use the service.

Care documentation is in place that considers people's needs and wishes and effective consideration of risk. Improvements are required to ensure that documentation is reviewed and updated regularly in line with legal requirements. Training for care workers who provide a service to children requires improvement. Not all care workers are registered with Social Care Wales (SCW), which is a regulatory requirement, especially those that work with children.

## Well-being

People are treated with dignity and respect and staff are dedicated and committed to supporting them. People told us their care workers are polite, kind, and respectful. We find staff to be caring and responsive to people's needs. Feedback about care workers is mostly positive, one person described their support worker as "*compassionate*", another person said, "*my support worker is extremely consistent*". Most people are happy with the direct care and support they receive from care workers. We saw excellent care documentation in place which promotes person centred practice within the service. We read examples of many assessments that were comprehensive and person centred.

People's voices are heard and listened to. People and their representatives told us they know how to raise a concern and feel comfortable in doing so. There is oversight of people's concerns and complaints at the service. We have asked the provider to include clear recording of resolution dates for complaints, as well as analysis of patterns and trends, to ensure lessons learnt are identified to improve service delivery.

People receive care and support by care workers who understand people and their needs well. Children, young adults, and their representatives who use the service can be confident they will receive consistent care workers, who arrive on time and can stay the duration of a support visit. People from the adults' provision, can experience care and support that feels disorganised with early/late calls and times when care workers do not stay the full length of a care call. We found good continuity of care for children and young adults who receive community outreach support. Children and young adults can develop rapport and positive, meaningful relationships with their care workers. Improvements are required to deliver the same consistency for adults.

People are kept as safe as possible from harm and abuse. There are safeguarding arrangements in place that ensure people are appropriately protected from the risk of harm. Staff receive training in safeguarding and know how to respond to any concerns. We asked the provider to update their safeguarding and whistle-blowing policy to reflect the most recent legislation and guidance.

The provider oversees care workers' training and support needs and care workers told us they feel sufficiently trained and supported. Relevant policies and procedures are in place; but the provider must ensure the statement of purpose and written guide for people is always kept up to date and accurate.

## Care and Support

People and their representatives using the service, as well as some care workers, told us adults using the service, can experience last minute changes with their planned call times, without people being informed beforehand. One person described call times as being “erratic”, whilst another two people said, “*I know they are short staffed, there is a lack of communication when there are changes*” and “*they are coming at different times*”. Some people told us they do not receive a staff rota beforehand, which the provider needs to resolve, to ensure people are fully aware who will be arriving to deliver care and support beforehand. There has been a high turnover of staffing levels at the service, which is not uncommon in the care sector at present. We were told new incentives have been introduced at the service, to help attract and retain staff, to strive for better continuity of care for people. Care staff spoken with, told us they had been provided with an offer of fixed employment contracts, which helps with staff retention.

People can be confident care workers who provide a service to adults receive the correct training. People cannot be confident care workers who support children are always adequately trained and registered with Social Care Wales (SCW). We found a lack of sufficient training for staff who provide care and support to children. We have asked the provider to revise their training arrangements for children, and to propose these arrangements in their written guide and statement of purpose. The provider needs to action this as soon as possible, to provide assurances the service can meet the needs of children.

People have choice and control regarding how their care is delivered. Care documentation is organised and reflects people’s preferences and desired outcomes. Care workers feel written guidance on how to care for and support people is good and clear to follow. Initial assessments help determine the suitability of the service for people, which includes ascertaining their wishes and preferences, with good consideration of risk management. Despite this, care documentation is not reviewed regularly in line with legal requirements. We have asked the provider to address this alongside ensuring key information in people’s risk assessments is made clear and accessible in people’s personal plans. This is important to ensure care workers can easily access the most recent key information on people’s personal plan, to know how best to support people.

People can be assured there are medication arrangements in place. The provider’s medication policy is detailed, and it gives clear guidance to staff regarding different levels of assistance required. Internal audits at the service check the accuracy and completeness of medication and care records.

## Leadership and Management

The Responsible Individual (RI) has a regular presence at the service, engages with people and reviews support delivery. The statement of purpose sets out the vision for the service, although this requires updating to consistently reflect the current service delivery and revised training arrangements for staff.

The management team are implementing new checks and systems at the service to streamline records and improve quality assurance. We noted many documents implemented that are outcome focused and in line with modern ways of working. All documents focus on what is important and meaningful to the individual. We found the management team to be person centred, responsive and committed to improving quality of care for people. The provider records and monitors all safeguarding allegations, accident and incident and complaints, with record keeping of actions and outcomes. Communication with professionals in response to concerns and incidents is good and timely. We have asked the provider to improve the recording of information by including analysis of patterns and trends when there are concerns and incidents. This helps the service to reflect and develop and to explore ways to prevent future occurrence.

The provider told us they have good oversight of missed calls to prevent care and support from not being delivered. We were unable to see clear evidence from the provider's electronic monitoring systems (ECM) to validate this. The provider needs to improve their oversight of the ECM system and to oversee care workers' rotas and travel time requirements in line with call delivery times for people. We found a lack of internal audits for assurances that care workers have sufficient travel time, arrive on time, and stay the full duration of a support visit. The provider has experienced technical issues with their ECM system, which may have previously impacted on communication and monitoring systems. The RI informed us technical issues are now resolved through contingency arrangements being implemented at the service. We have informed commissioners and will check and follow up at the next inspection.

People can be assured they are supported by a service that monitors staff. The provider monitors care workers' training, supervision and appraisal needs. A programme of spot checks helps ensure staff maintain good standards of practice. Staff recruitment and vetting ensure care workers are safe and fit to work with vulnerable adults, however not all staff are registered with Social Care Wales (SCW).

The service has a system for reviewing the quality of care and support provided every six months. The RI shows engagement with people using the service and the quality of care and support provided has been reviewed in line with the relevant timescale. We have asked the RI to include more specific information, including consultation with stakeholders, which was missing from the quality-of-care review. Addressing these will strengthen the ongoing monitoring, evaluation, and development within the service.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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16	Personal plan's are not reviewed as and when required or at least every three months.	New
36	The service provider must ensure that any person working at the service receives training appropriate to the work to be performed by them.	New
8	The service provider does not ensure that there are effective arrangements in place for managerial monitoring, reviewing and improving the quality of care and support provided by the service.	New



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