



## Inspection Report on

**Living at Home Ltd**

**Henley House  
The Queensway  
Fforestfach  
Swansea  
SA5 4DJ**

## **Date Inspection Completed**

19/12/2022

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## About Living at Home Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Living at Home Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">This is the first inspection since the service was registered under the RISCA regulations.</a>
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Living at Home Ltd is a newly registered domiciliary support service providing support to adults in their own homes in the locality of Swansea. People are happy with the consistent service they receive from a small team of dedicated care workers. People are involved in the development of the personal plans from the onset and these plans are written from their perspective and reflect their care support needs well. Although personal plans reflect people's needs well, quarterly reviews are not always carried out as required and this is an area for improvement that will be followed up at the next inspection. Care workers are happy in their roles and feel supported by a visible manager and responsible individual (RI) who are visible in the service daily.

There are robust procedures in place for the recruitment of care workers. Care staff receive suitable training to feel confident in their roles and have regular supervision as required. The RI visits people receiving the service routinely to obtain feedback on the service to drive improvements. Regulatory reports are completed as required and contain information about the performance of the service and improvements noted.

## Well-being

People have a voice and are involved in their care planning and provision. People are involved in the writing of their care plans from the assessment process and are able to express their views openly. People told us that there is good communication with the service, and they can contact the office if any issues arise. Also, they are informed if care staff are going to be early or late to see them. The RI obtains feedback from people to get their views of the service received to drive improvements. People are very happy with the reliability of the service and the continuity of care provided.

People are protected from the risk of harm and abuse. Care workers receive safeguarding training and those spoken with are aware of their responsibilities to safeguard people they support. The service adheres to the current Covid-19 guidance to minimise risks associated with cross-infection. Care workers use personal protective equipment (PPE) appropriately. The service has safeguarding and infection control policies in place that are reviewed as and when required.

People can build relationships with a consistent care team. The care team is small at present which enables people to receive support from familiar care workers. These care workers are recruited and vetted appropriately, receive appropriate training and are supported through regular supervision and spot checks. The manager and RI are visible in the office daily as well as in the community to help when required to maintain continuity to people.

There is good oversight of the service. The RI is visible in the service daily and regularly visits people using the service. There are audit tools in place to monitor the service and electronic care records. Regulatory reports and reviews are completed at appropriate timescales. People are complimentary of the RI's oversight and feel confident that any issues they may have will be dealt with appropriately and promptly.

The service provider is working towards an Active Offer of the Welsh language. This means being able to provide a service and documentation in Welsh without people having to ask for it. There is currently no demand to deliver a service to people in Welsh. However, if the demand should arise in the future, translation of key documents would be considered along with recruitment of Welsh speaking care workers.

## Care and Support

People are provided with the quality of care and support they need through a service designed in consultation with them. We looked at three care files and found good, detailed assessments take place with people prior to commencement of the service to understand what is important to them and determine their support needs. The detail from these assessments informs the personal plan. Each plan seen gives a good picture of the person and contains detailed information for care workers to support the individual appropriately. People's signatures were seen in agreement to the content of personal plans and people told us they were happy with them. Comments included: "I've seen the care plan and it reflects X's needs really well and is very detailed" and "my care plan is correct and is a good picture of me and what help I need". Although care plans reflect people's needs well, quarterly reviews as required by the regulations are not taking place. This is an area for improvement, and we expect the provider to take action. This will be followed up at the next inspection.

People are supported to maintain their health and well-being. We saw care workers responsible for assisting with medication have completed training and competency tests in the safe administering of medication. As the service uses electronic care plans and records, the management team can observe the calls taking place and the care notes documented in real time and any concerns are highlighted quickly. People receive a consistent service with care workers who are getting to know them well and can act appropriately if there are any changes in their health. People are complimentary of the regular care team they receive, one said "it is a very consistent staff team, so we've got to know each other quite well now." Because of this consistency, care workers can recognise when people are feeling under the weather and seek medical help for them

The service has mechanisms in place to safeguard people they support. The service has a safeguarding policy in place which explains the procedures for care workers to follow. Care workers receive safeguarding training as part of their induction training and those spoken with are aware of the responsibilities and the procedures to follow if they are concerned about any person that they support. People told us that they feel comfortable and safe with the care workers who support them. Comments include "I feel confident with the staff that come in" and staff were described as "friendly," "lovely" and "lifechanging."

## Environment

The environment is not a theme which is applicable to a domiciliary support service. However, we visited the office premises to look at documentation. The office is in an accessible building and all facilities of the provider are on the ground floor this includes the main office and a small training room. We saw that documentation within the office is secure in locked cabinets and electronic records are stored on password encrypted devices. Care plan documentation is available in hard copy as well, however care staff have access to a secure app to access this information. Peoples own information is also available to relatives and people should they wish to have access to it, This is reassuring for relatives that are not able to call frequently and can see that all is well with their loved ones. During the initial assessment in peoples own home's, risk assessments of the environment are carried out to ensure a safe working environment for care staff.

The service promotes hygienic practices and manages risk of infection. Care workers told us that they have a good supply of personal protective equipment (PPE). The service has an infection control policy in place and is working in accordance with the up-to-date guidance in relation to covid-19 and minimising the risk of transmission.

## Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. The service has an electronic call monitoring system in place so the management team can monitor what calls are delivered appropriately at any time. This system also enables them to monitor that care workers are running on time or not so that they can notify people if there are any issues. The service has policies and procedures in place and the services statement of purpose (SOP) reflects the service and how it is delivered well. Overall, people said that communication with the service was good and comments included “*Communication is good, and I get a text if there are any issues with my call,*” and “*Communication is pretty good, we haven’t had any issues yet.*”

There are good arrangements in place for the effective oversight of the service. The RI and manager are visible in the office daily and cover calls in the community when required to maintain continuity of care. The service has a small staff team at present, however there is an ongoing recruitment drive in place to increase the staffing team to enable the service to grow. The RI visits people to obtain their feedback and care staff about the service. This feedback informs the RI of what the service is doing well and if there are any improvements required, A quarterly report is written to detail the feedback received. Bi-annual quality of care reports are completed by the RI which combines this feedback with audits and an overview of the progression of the service. People spoken with were very complimentary about the RI, one said: “*She is marvellous and goes above and beyond in every aspect of care*”

There are robust procedures in place to ensure care workers are suitably vetted, trained and supported to meet the needs of people. We looked at two personnel files and saw that all required documentation for safe recruitment and background checks are in place. This includes Disclosure and Barring Service (DBS) checks, identification documents, and references. There is a legal requirement for all domiciliary care workers to be registered with Social Care Wales (SCW) the workforce regulator and all care staff are either already registered or working towards this at present. We saw that care workers participate in various training courses during their probationary period with the service and this includes the SCW All Wales induction framework. Care workers receive routine supervision and spot checks to ensure they are competent in their roles and to support them in their development.





### 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 reviews are not completed quarterly as required.	New
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**Date Published** 13/01/2023