



Inspection Report on

Croeso Care Ltd

**Croeso Care Ltd
Adpar
Newcastle Emlyn
SA38 9ED**

Date Inspection Completed

09/05/2024

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About Croeso Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Croeso Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	15th August, 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Croeso Care Ltd are a domiciliary support service providing good quality care within Ceredigion. People we spoke with are happy with the care and support they receive and are treated with dignity and respect. People are supported by safe, reliable, motivated and professional care staff, with whom they have developed positive relationships.

Arrangements for the effective management and oversight of the service are in place. There are safe processes for the recruitment and ongoing support of care staff employed at the service.

Well-being

People receive kind, caring and person-centred care. People are treated with dignity and respect by care staff who enjoy spending time with them. Representatives of people using the service told us care staff are good, reliable, motivated and make people feel safe. An individual using the service told us, *“I feel their care should be called care with a capital ‘C’.”*

People are happy and are supported to do the things that matter to them. People have as much autonomy over their own lives as possible. Care staff know what is important to people and provide care with empathy. Care staff have supportive professional relationships with people and interact in positive ways. The service values staff continuity and strives to ensure people are consistently supported by care staff they know. An individual using the service told us, *“I feel that everything that they do, including the personal side of things, is done as much with love as care.”*

People receive care and support from care staff who have been safely recruited. People receive a good standard of care and support from a trained and supported care staff team. Care staff are registered or are in the process of applying with Social Care Wales, the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the service. A family representative told us, *“I know that [my family member] is safe. I am happy to leave my home in their care. I have full trust in them.”*

People receive support which promotes their health and well-being. Care staff know people well and how people prefer their support to be provided. This supports care staff to identify when people are unwell at an early opportunity. Care workers take a proactive approach to supporting people to remain well and encourage people to be as healthy and independent as possible. Where people are unwell care workers liaise with other health and social care professionals as required. This means that people receive the right care and support. A member of care staff told us, *“We get to know our clients really well and can pinpoint anything unusual that may make us worry.”*

Care and Support

People are happy with the care and support they receive from the service. A representative of a person using the service told us, *“They seem to go out of their way to provide a good service.”* People and their representatives told us the service is committed to people receiving care and support from care staff they have got to know well. A family representative told us, *“They put a lot of effort into matching up the carer with the person who needs the service.”* Care staff told us the service supports them to get know people *“really well”*. A member of care staff told us, *“We stick to [supporting] the same people as continuity is so important.”*

The process for offering a service to people is well-planned. Personal plans are clearly written and contain information including personal preferences, risk assessments, and detailed plans on how care and support should be delivered. Personal plans focus on promoting people’s independence and giving people time to do things themselves. Personal plans direct staff on delivering care in a way that is focussed on what is important to people. We were told the service is introducing a new care planning system which will further support delivery of person-centred care. Daily care notes provide a good level of detail about people and the care given. Personal plans are reviewed in a timely manner, in consultation with people using the service and/or their representatives. A family representative told us, *“I am involved in all the decisions for [my relative].”*

People’s physical health and well-being is promoted. Personal plans show people receive support to access social and health care professionals when needed. The service understands people’s health conditions, the support they require and can promptly identify changes in people’s usual presentation. People are encouraged to be as healthy as possible. Arrangements are in place for the safe management of medication.

People are protected from harm and abuse. All care staff receive appropriate safeguarding and whistleblowing training which supports them to keep people safe. Care staff complete safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Refresher training is provided when required. Care staff ensure people are as safe as possible by adhering to clear policies and procedures. Records show the service promptly manages arising issues which could impact on people’s care and support. A member of care staff told us, *“The management come out and watch us too, to check we are doing things right.”*

Infection prevention and control procedures are good. All care staff receive effective training on infection control and appropriate personal protective equipment (PPE) is available to staff. Suitable arrangements are in place for care staff to access PPE. People told us care staff wear the relevant PPE and they feel safe.

Leadership and Management

People are provided with accurate information about the service. There is a written guide which gives people who use the service, their relatives and others, information about the service. There is a statement of purpose (SOP) which describes how the service is provided. The service provision is reflective of information contained with the SOP.

The service has effective quality assurance arrangements in place to monitor and review the quality of care and support provided. This effective oversight ensures a good-quality service, focussed on meeting the needs of individuals and promoting their well-being. The responsible individual (RI) accompanies care staff on care calls to spend time talking to people and their representatives. The service also has effective procedures for obtaining frequent feedback from people and care staff, to inform service delivery. The most recent feedback we reviewed was complimentary and positive about the service. The most recent quality of care review identifies areas for development and improvement and uses the experiences of people to develop and improve the service.

The manager is suitably registered and experienced. The RI and the manager are in regular communication, promoting the continued smooth running of the service. We were told that the management team are approachable and always there to help or advise staff when required. A member of care staff told us, *"The management are very much friendly and approachable."*

We reviewed the service's staffing rota and saw sufficient numbers of care staff are available to provide care and support. A family representative told us, *"They always turn up; wind, snow, sleet, floods."* Safe recruitment procedures are in place. Staff recruitment records contain sufficient information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Service (DBS) checks are in place and current. The service has processes in place to ensure care staff are registered with the social care workforce regulator, Social Care Wales.

Newly appointed staff complete an induction programme which includes training, shadow shifts, staff competency checks and introductions to policies and procedures. Care staff training records indicate they have access to a variety of training opportunities and timely supervision. Staff files we viewed showed the majority of staff have completed a good level of training. A member of care staff told us, *"They give plenty of training and supervision...[the trainer] is very thorough and we get to ask questions."*

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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