



## Inspection Report on

**Croeso Care Ltd**

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

## **Date Inspection Completed**

15 August 2022

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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	
Does this service provide the Welsh Language active offer?	Yes. 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 offers people a reliable service from workers who are effectively trained; supported and led.

There is a high level of continuity from a service which values and monitors quality.

People, and their relatives have confidence in the service and appreciate the friendly nature of the care workers.

Levels of satisfaction with the provider are high, with most people feeling able to recommend the service. One person considers the service could do more in some instances, but others describe the service as “*amazing*” and how “*reassuring*” it is to have a service they can rely on.

## Well-being

People are safe and protected from harm. Care workers know the trust placed in them and the privilege they have to work in people's homes. They know what they have to do if they suspect a person is at risk or is being abused and are confident their managers would take the appropriate action to make sure people are safeguarded.

Care plans are written based on the person's assessed needs, but within this, people do have some flexibility and can ask the worker for assistance with other things if they choose. One person described care workers as "*very easy going*" and a relative described the good relationship a person has with the workers.

People's well-being is enhanced because the service is managed and led by managers who share the values of person centred and reliable care. Assessments are carried out to make sure the service can meet people's needs, in the way they want them met. Care workers feel valued by the managers and the managers, in turn, value their staff. One person told us "*Croeso are very lucky to have the staff they have*".

People are able to receive a service in both Welsh and English. One relative appreciates care workers speaking in Welsh and described the positive impact this has on the person receiving care.

## Care and Support

Care records are held as paper documents. Care plans are very clear and set out the care and support people need; the way they want it and at the times they want it. Some people are involved in their care planning. One person said Croeso is “*very good*” at keeping on top of their care plans. Daily entries are detailed and informative. We have asked the provider to consider ways for the daily records to be more reflective of the way people are cared for in a person centred way.

People, and their relatives describe having a good relationship with staff. One person said they are “*great; exceptional*”. One relative told us, “*they have a jolly good laugh*” when describing the interactions between the person and those caring for them.

Care workers know people well. One relative spoke about the efforts made by a care worker to reduce a person’s distress and another said they believe the care workers “*have X’s wellbeing at heart*”.

People are almost wholly satisfied with the service. One relative told us how a care worker “*goes way beyond what is expected*” whilst another said they think some workers could do more. One person told us how their overall health has improved since they started to receive care from the service.

People’s physical health needs are met. Care workers know the measures they need to take to reduce the risk of pressure sore damage and have also been trained in the safe administration of medication. They know how to contact the local GP and district nurses and are confident of getting a prompt and helpful response. Relatives are confident of being told about any changes to people’s health. One relative spoke about the actions taken by care workers to reduce the risk of infection, saying the staff always wipe down the phone if they have used it; wash their hands and wear PPE (personal protective equipment).

Choices people make are respected by care workers. They are flexible, and whilst they know the importance of helping the person to maintain their personal care needs in respect of hygiene, they also understand the person’s right to choose how they want the care worker to support them.

Some people receive live-in care, which means the care worker spends extended periods of time with the person. An individual told us “*they (the care workers) are wonderful. They fit in. I feel safe with them*”. A relative told us how a worker assists a person to spend time at the sea-side as well as other places the person chooses.

## Environment

This is not considered for domiciliary care agencies. However we note the offices are easily accessible, clean and have space for care workers and visitors to meet with managers in private.

Information is stored in locked cabinets to maintain confidentiality.

Environmental risk assessments are carried out to make sure people's homes are safe for care workers.

## Leadership and Management

There are some effective governance arrangements in place to monitor quality. The quality report is a reflective account and sets out the challenges due to the pandemic; the actions taken to continue to ensure quality as well as a recognition of the efforts made by care workers to maintain the service. A large percentage of people returned the quality questionnaire sent to them and the results show a high level of satisfaction, with people saying they are treated with dignity, and by care workers who are polite and reliable. These qualities were also expressed by people and their relatives during our discussions with them.

Staff are appointed following a safe and robust recruitment process. Files are easy to navigate and contain the information needed. References are obtained and risk assessments carried out as necessary. A record is maintained which shows all DBS checks are up to date.

People receive care and support from workers who are suitably trained. Training has been offered in a range of areas including pressure care; medication; safeguarding and food hygiene. Care workers feel they have had the training they need and people receiving care, and their relatives, consider workers to be appropriately trained.

Care workers are able to speak to their manager about any concerns they have, and their work is checked with a senior colleague who carries out regular monitoring visits and discusses their support with the people receiving it. Records are maintained of the visits, but they do not fully meet the criteria to comply with regulations. We discussed with the RI who will consider ways to improve the recording of the supervision and monitoring sessions.

Whilst the provider is experiencing some challenges in recruiting, the service people receive is reliable. Rotas include travel time and workers have enough time to travel between people's homes. However one relative said a telephone call to let the person know if staff were going to be late would be helpful. No visits have been missed and workers spend the allocated time with people, unless the person chooses otherwise.

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