



## Inspection Report on

**Churchfields Home Care**

**Churchfields Home Care Services  
Unit 20 Palmerston Workshop  
Palmerston Road  
Barry  
CF63 2YZ**

## **Date Inspection Completed**

03/05/2024

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## About Churchfields Home Care

Type of care provided	Domiciliary Support Service
Registered Provider	Churchfields Home Care Limited
Language of the service	English and Welsh
Previous Care Inspectorate Wales inspection	20 April 2023
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

Churchfields Home Care provides exemplary care and support to people in their own homes, some of whom live with Dementia. People describe the quality of the service as “*Excellent*.” Care workers are professional, understand people’s needs and often go above and beyond to make a difference. The service is highly reliable. Documentation to support care delivery is well organised and detailed. People’s care needs are met, and the service tries everything within its means to make people feel safe and happy.

The manager is approachable, organised and listens to people. Exceptionally well managed systems support the smooth operation of the service. Care workers are highly trained and motivated, feeling valued and supported. They enjoy their role, forming good working relationships with people they provide care and support for. Every effort is made to support the Welsh language in the day to day running of the service.

The provider has a responsible individual (RI) who oversees the quality of the service. They are experienced and dedicated to the role, fostering a positive culture of care that is reflected throughout the staff team. They carry out their duties with due diligence and strive to provide the best possible service. Professionals who have worked alongside the service for many years acknowledge the provider’s experience and admirable goals to always provide the right support for people. The provider drives the service to be exceptional in the sector, with a proven high standard in the quality of care delivered.

## Well-being

People have the right information. The service has excellent written information available in different formats, including Welsh. These are provided to people in their own homes, so they are available to refer to when required. People know who to contact if there is an issue and wouldn't hesitate to raise a concern if they needed to. People and/or their representative are part of the assessment to see if the service can meet their needs. They sign to show the personal plan reflects their goals and how they can be helped to achieve these. They also sign to show they take part in regular reviews. People know the care workers and what times they will call.

The service listens to people often going above and beyond to support their well-being. The RI proactively seeks people's views about the quality of care and takes action as part of a continual reviewing and improvement process. When people raise issues, the service acts quickly to resolve them. Care workers are attentive, and many go above and beyond to do the little extra things that makes a big difference to people. Care workers instinctively recognise when a person 'is not themselves' and escalate concerns so action can be taken. The service arranges referrals to health professionals if they are unable to do this themselves. Communication is exceptional. Many relatives of people who receive care and support tell us of times where care workers have done more than the contracted tasks, such as putting a delivery of shopping away if they can't get to the property themselves.

People are protected from harm. Exemplary recruitment and employment systems ensure care workers are suitable to work in the care sector, have up to date training, and are qualified and registered as a care worker. The provider ensures risk assessments are carried out to support the individual. They also check care workers can safely support in the community, with for example, use of their own vehicle to provide transport for people. Exceptional medication policies, training, competency checks and recording are in place. Training is provided around the safeguarding of adults who may be at risk, and care workers understand the requirements to report any concerns.

Support is provided to help people do the things that make them happy. People are supported to stay in their own homes and remain as independent as possible. Some people are supported to go into the community and take part in activities that bring them joy. The service supports people to maintain their health and well-being with a focus on what the person can do for themselves. Care workers understand the importance of communication and good relationships, many people feeling relaxed in their company and able to "*Have a laugh,*" which is important to them.

## Care and Support

Immaculate documentation supports personalised care delivery. The service ensures people have all the information they need so they know what to expect from the service. A senior member of the team talks to people before the service starts to understand what is important to them, and how they would like their care and support delivered. The details help to develop a personal plan for care workers to follow. People tell the service what they would like to achieve, and these are recorded and reviewed regularly. Personal plans are extremely well organised and detailed, include relevant risk assessments and excellent daily records. There is a focus on what people can do for themselves. Medication records are exemplary, and regularly audited. When people find decision making difficult, family or representatives are involved to help the service understand the person's needs. The service is very successful in supporting people living with Dementia, paying attention to each individual's unique needs, and adapting care so that it does not cause additional anxiety.

People get the right care at the right time to suit their needs. The service supports people, some of whom have a more flexible contract as part of the local authority's 'Your Choice' scheme. People are successfully supported to access, for example, trips to a place of worship to celebrate a special event, using their hours of support. The service provides very reliable care and support, with nutrition and medication support calls monitored to ensure there is sufficient gap between them. People can contact the service easily to re-arrange calls times. If people have issues, they are happy to raise these with the manager who is responsive, and one family member told us "*They listen*" and "*issues are always resolved.*" One social care professional commented that the service's main goal is "*Getting the right support in place, when it is most need,*" and indicated they were successful in doing this.

The service is highly dedicated to providing dignified care and support. The RI fosters a culture of compassion and care, which can be seen reflected throughout the team. People confirm that care and support is delivered with sensitivity, by a professional workforce who are "*Helpful, friendly and willing,*" and who are "*Kind, patient and diligent.*" People and their relatives "*Couldn't fault,*" the service and gave examples where care workers go above and beyond in their role to make a difference to the person. One family member told us how one care worker always finds the time to set their mother's hair in curlers though it's not part of their duties. People form strong working relationships with their care workers who are carefully matched with them. One person told us their day is "*Always off to a great start,*" when their care worker arrives in the morning, and tells us "*I always go to sleep with a smile on my face when they help me to bed.*" Where possible, the service finds ways to ensure inclusivity, with examples of greeting cards sent to individuals in their preferred language.

## Leadership and Management

There are clear arrangements for oversight and governance. The responsible individual (RI) drives the service, ensuring they monitor the quality of the care, while supporting all staff members. The provider has clear documents to support the operation of the service, and these are available in Welsh if required. The RI has exceptional oversight of the service and provides the required reports to demonstrate consideration of findings and how this influences decision making for continual improvement.

Highly effective systems are in place to support the smooth day to day running of the service. An experienced, knowledgeable, and very organised manager is supported by a competent and dedicated administrative team. Care workers told us that they can contact the office for guidance and support and have access to all the information they need to carry out their role. Auditing of all aspects of the service and care delivery is exceptional, informing the team where adjustments need to be made. The service has very good electronic systems to arrange people's visit times and these are continually monitored by care coordinators, so no one is left without care and support.

Recruitment processes are robust and care workers are supported. The service has highly organised systems to recruit care workers, with clear aims to provide quality care workers to meet the needs of the people being supported. All documentation to evidence that the care worker is fit to work in the care sector is available and very organised so that ongoing required checks are not missed. Care workers undergo a probationary period where they receive tailored support, mentoring and monitoring. All care workers register with Social Care Wales, the workforce regulator. The service provides continuing support for care workers, with an option to drop into the office at any time, but also through more formal supervision meetings with their line manager. There is evidence that the provider is considerate of care workers' needs and situations.

Care workers are highly trained and qualified. The service has an admirable training system, which considers the way individual staff like to learn, including through the medium of Welsh. Effective face to face training and support is provided, supplemented by online training. People's needs are considered, and care workers receive training to support this, including specialist training, such as catheter care. Qualified trainers undertake frequent competency tests, so the provider is confident that care workers are working in line with procedures. A nurse trainer commented on the effectiveness of the provider to drive forward standards through training opportunities.

### 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
16	The provider is not ensuring that personal plan reviews are completed every three months as required.	Achieved
35	The provider is not ensuring a full working history of employees is recorded so that gaps in employment can be considered to ensure the employee is fit to work with vulnerable adults.	Achieved



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