



# Inspection Report on

**Churchfields Home Care**

**Unit 20  
Palmerston Workshop  
Palmerston Road  
Barry  
CF63 2YZ**

## **Date Inspection Completed**

**18 and 20 April 2023**

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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
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	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 a reliable care and support service in people's own homes in the Vale of Glamorgan. People who use the service, and their representatives tell us that they are happy with the service provided. People receive appropriate care and support and have referrals to health professionals if required. A safe medication assistance service is provided. Care workers encourage people to be as independent as possible. All documentation required around care is in place, but the 'personal plans' are not reviewed within the required timescale.

The provider is the responsible individual (RI), they have very good oversight of the service as they are present in the service on a daily basis. There is a manager in post who oversees the smooth day-to-day running of the service. There is a continual monitoring and improving system, and the RI is working on consistencies within care delivery.

A competent, caring workforce is well supported by the management team. Care staff are employed safely, but personnel records have some missing information around employment histories of staff.

## Well-being

People understand what care and support is provided. Service guides are available in a variety of formats including Welsh so that people can find out what the service offers. The service involves people in an assessment of their needs when a package of care has been agreed and arranged through the local authority, helping them to understand what the service can provide. Personal plans are available in electronic form for care workers to use, but paper copies can be made available for people who want this. Communication is good and people are happy to speak to care workers or management about any issues or changes required. People can ask for a schedule of visit times and care workers, but due to absences, this is sometimes unavoidably changed. Reviews of personal plans need to take place more frequently, in line with legal requirements.

Care is delivered in a dignified and respectful way. People told us “*There are friendly and attentive staff who are always kind and courteous.*” Care is observed to be delivered in a respectful way with attention to detail making a big difference to people. Personal plans record information, so care workers get to know people well. We were told that care workers “*Are really interested in you.*” We saw care workers taking time to chat with people, sharing news or making them laugh. One care worker told us, “*It doesn’t feel like a job, it feels like a ‘family’*,” as the strong, caring ethos of the management filters down throughout the service.

People get the right care and support, but some improvements could be made. Personal plans are detailed and inform care workers of steps to take to provide the right care and support. Care workers receive training suitable to meet people’s needs. The monitoring of call times has improved but the provider is considering how they can improve the times so that people receive their care within fifteen minutes of an agreed time. The service helps people to involve health professionals if this is required.

The provider helps to protect people from abuse. Care workers know how to keep people safe through training and documentation on personal plans, such as risk assessments. Staff have an understanding of safeguarding adults at risk and know how to report issues if this is required. Clear policies and procedures are in place to support care delivery, including the safe administration of medication. The provider ensures employees are fit to work with vulnerable adults.

## Care and Support

People are consulted about their desired goals and personal plans are developed. An initial assessment is completed involving the person to ensure information is gathered about the wishes and aspirations of people. Risk assessments are completed, and where necessary, health professionals are involved such as occupational therapists to consider a safe moving and handling plan. The environment is considered as part of risk assessments and the manager is expanding this to include fire prevention and management. Personal plans are clear and contain good background information, so care workers are able to provide the best care and support. We saw how people are encouraged to be as independent as possible, with time given to help people improve their abilities, especially when they have returned from a stay in hospital. Daily records show the care provided, including information about the involvement of professionals such as District Nurses. People are involved in reviews of their care, but this is not as frequent as regulations require. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Care is delivered by a competent workforce, but people would like more consistency. People are happy with the care and support they receive and like the care workers. We observed care being delivered in a professional and sensitive manner by experienced care workers who knew people and their preferences well. One family member told us "*We are impressed by the standard of care provided*" and another said, "*Individual carers are very kind and caring.*" Many people commented that they would like more consistency around the times of their visits, and a few expressed that they would like more consistency of care workers as they noted this fluctuates when new care workers join the service. The RI is aware of this issue and is working to address it. There is a Welsh speaking member of staff who champions the language and is encouraging others to learn so that if the need arises, care can be delivered through the medium of Welsh.

Care workers follow safe practices. We observed care workers in the community. They followed good hygienic practices helping to prevent the spread of infections, with correct use of mask, gloves and aprons. Medication assistance is provided in a safe manner, and we saw that when a change of medication was in place, care workers took immediate action to notify the office so that personal plans and other documentation could be changed. We saw care workers carefully checking the skin condition of one person and viewed daily records that demonstrated concerns are escalated quickly to health professionals for support. Good moving and handling techniques are practiced following clear procedures and plans of care.

## Leadership and Management

Governance arrangements are in place. The provider is the RI, they have a presence in the service on a daily basis providing strong leadership and showing a passion for care. They undertake their duties, consulting with people and staff, in addition to considering all aspects of the running of the service to make improvements. The RI produces reports as required and is aware how these can be further developed to support evidence of the quality of care. Policies and procedures are robust and reviewed regularly. A 'statement of purpose' and 'service user guide' are available in different formats, including Welsh, but slight adjustment is required to ensure the support that can be provided around medication is clear. These documents give people information about what to expect from the service, including a 'complaints procedure' should this be required.

The provider has systems in place for the smooth running of the service. An experienced, knowledgeable manager is in post. They undertake audits and oversee the day-to-day running of the service. The provider has introduced electronic systems of recording that gives instant information about the timing of, and delivery of care, in addition to employment details. Personal plans recorded in this way have back up paper versions stored in the secure office to ensure information is available should the electronic system fail.

Employment records are maintained, but these do not contain all of the required information. Checks are carried out prior to a care worker being offered employment, this includes checking the 'Disclosure and Barring Service' to see if a person is fit to work with vulnerable adults. References are obtained but a full work history is not in place for all employees. While no immediate action is required, this is an area for improvement and we expect the provider to take action. Terms and conditions of employment are in place and availability of care workers is discussed with each individual when contracts are considered but is not always formally recorded. The provider took immediate action to address this.

Care workers have suitable training and supervision. An induction and shadowing opportunity is provided and care workers receive suitable training. The provider is considering a higher level of medication training that would ensure Senior members of the team have greater awareness when testing the competencies of care workers. Spot checks are carried out to ensure staff are following procedures. Care workers have supervision with their line manager, giving opportunity to discuss professional development and any issues they may have. Care workers feel supported and told us, "*Management are excellent, always there to support staff,*" and, "*You are valued as a carer, given opportunities to gain more qualifications.*"

### 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	The provider is not ensuring that personal plan reviews are completed every three months as required.	New
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.	New
41	The registered person must consistently allow their care workers sufficient travelling time between visits to service users as required in Regulation 41 (3).	Achieved
36	As per Regulation 36 (2)(c), the responsible person must ensure that staff have supervision at least quarterly,	Achieved



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