



## Inspection Report on

**Lewis Jones Care**

**50 Snowdon Street  
Porthmadog  
LL49 9DF**

## **Date Inspection Completed**

16 February 2022

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## About Lewis Jones Care

Type of care provided	Domiciliary Support Service
Registered Provider	Lewis Jones Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
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

People are happy with the care and support they receive from Lewis Jones Care. We observed care workers treat people in a friendly and helpful manner. Care workers support people to engage in activities, hobbies and interests. Personal plans provide detail about how to meet people's needs. Risk assessments are in place to safeguard both people and staff.

Staff feel supported by the responsible individual (RI). With agreement by CIW, an interim manager is in place who also manages the company's care home. There is a stable and experienced staff team who receive the necessary training to be skilled in their roles. Staff receive regular supervision and appraisal.

The service has a Statement of Purpose, which describes the services provided. The Statement of Purpose requires amending to meet current legislation.

## Well-being

People have choice and control over their day-to-day lives. We saw staff are attentive and respond promptly to individuals' needs and preferences. It is clear staff know people using the service well and they communicate in the person's language of choice. People are relaxed and comfortable in the presence of staff who converse in a friendly, caring and respectful way. Staff encourage people to express themselves and make choices such as choice of meals and activities.

People do things that matter to them. People are actively supported and encouraged to be as independent and active as they are able to be. People using the service are positively occupied and stimulated. We saw people are enabled to live in their own home and be a part of their community. We spoke to a person using the service and observed interactions between staff and the person, which evidenced staff were aware of the individual's capabilities in relation to daily tasks and when required support is provided.

People feel safe and staff protect them from harm. Staff have received training on safeguarding and risk assessments are in place to safeguard people from harm. Management assess people's individual needs and risk assessments and liaise with commissioners if there is a change to the delivery of support required. Staff are aware of the government guidelines with regard to COVID 19 and personal protective equipment (PPE). Records relating to staff and the management are stored securely in the office to ensure confidentiality. People's records are held securely in their homes.

## Care and Support

People have their own personal plans, which include personal outcomes in relation to people's health and well-being. People are supported to attend health appointments and contact is maintained with social care professionals to ensure people's care and support provided are appropriate to people's needs. People's personal plans and risk assessments reflect how they would like to be supported.

Regular appropriate activities and opportunities for people to pursue interests or hobbies are provided. Staff interact with people in a meaningful way and are aware of individuals' preferences in relation to recreation. One person we met enjoys going out for walks and this is included in their daily activities. With the lifting of COVID restrictions staff are actively looking for community-based activities for people.

There are processes in place to safeguard people. Individual risk assessments are in place and staff are aware of the importance of making the relevant referral to the local authority if they have any concerns about the people they support. Health and social care professionals have maintained contact with people during the pandemic. Care workers receive up to date safeguarding training.

The service promotes hygienic practices and manages the risk of infection. Since the coronavirus pandemic, the provider has introduced additional information for staff about extra precautions required. Safe practices are maintained, and staff are provided with the appropriate PPE to give care to people safely.

## Leadership and Management

There are arrangements in place to maintain oversight of the service. Processes are in place to monitor the quality of the service. The Responsible Individual (RI) has supported the service and staff through the pandemic. An interim manager is in place in the absence of the registered manager. The interim manager provides support for staff and oversees the management of the service. Staff meetings are arranged to discuss staffing, house management and training.

People are supported by a service that has a stable staff team who are suitably fit and have the knowledge, competency and skills to meet their needs. All staff are registered with Social Care Wales. Staff told us they are supported by the interim manager and RI, and are part of a staff development programme, which includes training. Records show staff have completed training in mandatory and specific subjects such as infection control, nutrition and hydration, safeguarding, cognitive behaviour therapy and anxiety. Staffing is provided dependent on the assessed needs of people using the service.

The service has a statement of purpose, which clearly describes who the service is for and how it will be delivered. People are given information that describes the service and how to make a complaint. The statement of purpose does not meet current legislation within Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) and the Social Services Well Being Act. Reference to Care Inspectorate Wales also requires amending. While no immediate action is required, this is an area for improvement and we expect the provider to take action. We will follow this up at the next inspection.

## Environment

This theme is not relevant to domiciliary care agencies.





### 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
7	The Statement of Purpose requires revision to	New

	include up to date information and legislation.	
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