



Inspection Report on

Evergreen Care Wales Limited

**Evergreen Care Wales Ltd
Unit A Hebron House
Libanus Road
Blackwood
NP12 1EH**

Date Inspection Completed

19/12/2022

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About Evergreen Care Wales Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Evergreen Care Wales Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection under The Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People benefit from good support from a knowledgeable and experienced staff team and from a well-managed service. People receive support and encouragement to lead active lives and make daily choices. Staff treat people with dignity and kindness. Each person receives a service tailored to their own individual needs, likes and dislikes.

Staff feel supported by their colleagues and by managers. Care workers and senior staff show enthusiasm for their work. They demonstrate a thorough knowledge of the people they support. They attend training relevant to their roles and the support they provide to people.

There are established systems in place to enable managers and care staff to plan and deliver care and support safely. The responsible individual (RI) is involved in day-to-day running of the service and has full oversight. The service maintains positive lines of communication with people they support, professionals and relatives.

Well-being

People who are supported by Evergreen Care Wales have choices about doing the things they like. They spoke to us about what matters to them, how they keep occupied and about the support they receive from care staff and managers. Care staff cater for people's preferences and, because they know them well, can anticipate their needs. People engage in a range of activities within their homes and in the local area. One person who uses the service told us "*staff help me, they make me laugh, they look after me well*". Another person said they like all the staff, they help them to try new things. People are involved in all decisions which affect them and the support they receive. The service provider consults with them, their relatives and with staff. One relative told us their family member is not just cared for but treated warmly and with dignity and respect.

People are supported to remain as healthy as possible. Care workers support them to remain physically and mentally as well as possible. This includes supporting them to maintain a healthy diet when this has been recommended by health professionals and with their medication. Care workers monitor people's health, referrals and appointments with health professionals are arranged when necessary. They also support them with routine appointments. People are supported to have choices, to remain active and to maintain meaningful relationships. This promotes their emotional well-being.

Measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have policies and procedures to guide them. There are risk management plans in place, and these are kept up-to-date to keep people as safe and as independent as possible. One person who receives the service told us staff keep them safe and they look after them. Another person also told us they feel safe when staff are with them in their house. One relative told us staff and the company's ethos give them confidence in the care their son receives.

Care and Support

People receive the support they require when they need it. We observed care workers supporting people and noted a natural familiarity between them. Care staff are encouraging and reassuring, and demonstrate a clear understanding of their needs. People spoke to us about the health care professionals they visit on a regular basis. Two external professionals described the service as excellent. One told us the service provider works in a person-centred way. One said staff are knowledgeable about the needs and preferences of people.

There is documentation in place for each person. It reflects information gathered from them and significant others including health professionals. Personal plans are individualised and clearly note their needs, their wishes and daily routines. People's preferred methods of communication are recorded. On a day-to-day basis, care workers complete records which show what people have done, what has gone well and any issues. Keyworkers and senior staff regularly review all documents, so they remain up-to-date. The review notes which we saw do not include all the activities people told us they pursue, or all the activities recorded in the daily records. We discussed with the RI the records and the benefits of these being more comprehensive to better reflect everything people are doing.

The provider has mechanisms in place to safeguard the people they support. Care workers are trained and are aware of the procedures to follow if they are concerned about someone they support. When people wish to pursue activities which may present risks, these are reviewed, and risk management plans are drawn up. These help to keep people as safe and as independent as possible. We saw, instances when activities are broken down into smaller sections. People gradually gain the skills necessary to complete the full activity. When concerns are raised, we saw the service provider fully engages with local safeguarding teams and subsequently looks at lessons learned and changes to be implemented.

Leadership and Management

The service provider has robust arrangements in place to support the smooth running of the service. The RI is involved with the day-to-day running of the service. In addition, they maintain oversight of the service and oversee its development. They are assisted by a manager, who is registered with Social Care Wales, two deputy managers and team leaders. The RI carries out audits, reviews the information collated and seeks feedback from the people they support, relatives and from staff at the required frequency. People have access to an up-to-date 'statement of purpose' (SOP) and 'guide to service' which is also available in an easy to read version.

There are arrangements in place to recruit, train and support staff. We examined recruitment records. These show the service provider carries out the necessary checks before a person can start working at the home.

Supervision and training records show processes are in place for supporting and developing staff. Staff told us they feel supported by colleagues and managers. They told us they receive an induction when they first start work. One person told us all staff they work with took them under their wings to give them all the training they needed. People also said, and records show, staff continue to receive training including specialist training in order to meet the specific support needs of the people who use the service. Staff receive regular one-to-one supervision. We noted 81 % of staff hold a recognised health and social care qualification. Another 7 % are working towards such a qualification.

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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Date Published 24/02/2023