



## Inspection Report on

**April Complete Care Solutions**

**April Complete Care Solutions Ltd  
14 Hendre Road Pencoed  
Bridgend  
CF35 5NW**

## **Date Inspection Completed**

15/11/2023

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## About April Complete Care Solutions

Type of care provided	Domiciliary Support Service
Registered Provider	April Complete Care Solutions Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	29.03.2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

April Care is a domiciliary support service. This report is for the Cwm Taf Morgannwg and Cardiff and Vale areas. People receive a reliable service which is working hard to ensure individuals are provided with continuity of care. People know care workers well and have developed effective relationships with them. They are also cared for by a relatively small team who know people well. Personal plans are completed and care staff support people to remain as independent as possible. Reviews of personal plans involving people and/or their representatives are undertaken but any identified changes must be reflected.

Care workers generally feel supported by the manager who is available and responsive to any concerns. Staff consider they work well together as a team. Mandatory training is provided to staff and additional specific training when required according to people's care and support needs. There are policies and procedures in place to guide staff and the Statement of Purpose (SOP) is reflective of the service provided.

The responsible individual (RI) visits the service regularly and carries out their regulatory duties. The manager in post is in the process of undertaking the necessary qualification in order to register with Social Care Wales (SCW), the workforce regulator.

## Well-being

People have control over their day to day lives and are supported to do the things that matter to them. Personal plans are produced in conjunction with people and their representatives. They consider people's needs, preferences and give instructions regarding support people require. Risk assessments highlight areas of concern and arrangements for keeping people safe. However, both must be updated when a change is identified. An electronic care monitoring system is used, which allows support staff to log in and out of calls, view rotas, care plans, risk assessments, and information about people. Peoples' relatives say there are open lines of communication between themselves, and the service. They also feel involved in people's care and support.

People can access information regarding the service provided. The statement of purpose reflects the types of care and support available, and how these services will be provided. There is a complaint policy in place and people are given written information regarding how to make a complaint. People told us they feel able to raise any issues they may have.

The service protects people from harm and abuse. Staff receive training to support their understanding in how to safeguard people. Recruitment checks are robust and staff files contain the necessary information. Up to date policies support the service to maintain good practice and assist in keeping people safe. The service uses personal protective equipment (PPE) effectively and staff undertake infection control training. There are effective systems in place to record accidents and incidents and report safeguarding concerns.

There is a clear management structure for the service. We received positive feedback from the staff we spoke with, who told us they feel valued and supported by the new manager. However, the manager needs to register with SCW. There are effective systems for monitoring and auditing standards of support, overseen by the RI. The statement of purpose and service users guide are available to individuals or their representatives. Both would benefit from being reviewed.

## Care and Support

Personal plans and risk assessments are generally accurate and evidence how care workers should meet people's needs. We found evidence the service encourages people to contribute to their individual plans and found signatures to show people agree with the service provided. The provider must ensure every person is given a copy of their personal plan. The plans we viewed document people's personal outcomes and contain detailed information around their individual care needs. Risk assessments identify any hazards and outline how to reduce or eliminate these. However, any identified change in need must be reflected in the personal plans when reviewed.

People are treated with dignity and respect. People receive an assessment of their needs prior to the service commencing and agree what tasks they would like assistance with and at what time. People are provided with information about the service and details of how they can complain if they are not happy. People and relatives using the service told us "*They are very nice, chatty and obliging*", "*The carers are excellent, I have no qualms at all*" and "*I am happy with April*".

Appropriate infection control practices are facilitated. Staff have access to PPE. Staff complete training and they understand the importance of following good infection control measures.

The manager recognises the importance of providing continuity of care to people they support. Overall, care staff know the people they support well and can anticipate their needs and wants. New staff have the time they need to meet people and read electronic care documentation. Care staff are supportive of each other and complimentary of the support peers and members of the management team provide. There is an out of hours service for staff to access. People and care workers told us "*Communication with the office is really good*" and "*The manager is very nice, on the ball*".

## Leadership and Management

Care workers are recruited safely, and suitable checks are completed before new care workers are employed to work at the service. They complete an induction, which includes shadowing more experienced members of care staff, when they start working at the service. Care workers are registered with SCW. This means they must follow the code of professional practice for social care when carrying out their roles. Relevant training and formal one-to-one supervision sessions are provided. Care workers told us they enjoy their work and most feel supported in their roles. One told us "*I can't speak more highly of April Care*". Those people spoken with told us they would definitely recommend the service.

People receive support from care workers who are safely recruited, trained, and supervised. Safe recruitment practices take place. Care workers provide detailed employment histories, proof of identity and employment references. Disclosure and barring service checks (DBS) are in place, prior to the commencement of employment and these are updated at the required frequency. Care workers have access to an induction programme, which is in keeping with guidance provided by SCW. Care workers receive regular supervision and have time with their line manager to support their ongoing development and improvement. Care workers complete mandatory training, more specialist is also available when required. Team meetings now take place at regular intervals. Staff are supported and encouraged to attend and to share their views which helps to promote the ongoing development and improvement of the service.

Quality assurance processes are in place to review the standards of service provided. This includes obtaining the views of people who use the service. We saw the RI undertakes regular formal visits to monitor the quality of the service. Internal audits and spot checks are used to consistently monitor the service people receive. The manager feels supported in their role by the RI to facilitate the safe running of the service. At the time of the inspection the manager does not hold the qualification required to register with Social Care Wales. This is an area for improvement, and we expect the provider to take action.

### 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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67	The manager has not completed the required qualification to register with SCW	New
16	Not all personal plans have been reviewed at least three monthly	Achieved
36	Not all staff have not received the required core training and one to one supervision	Achieved
73	The RI is not gaining feedback from people using the service.	Achieved

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