



Inspection Report on

Celtic Residential Care Domicillary Care and Supporting People

**67 Pill Road
Milford Haven
SA73 2NL**

Date Inspection Completed

22 August 2022

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About Celtic Residential Care Domicillary Care and Supporting People

| | |
|--|---|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Celtic Residential Care Ltd. |
| Registered places | 0 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 11.02.2020 |
| Does this service provide the Welsh Language active offer? | No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service. |

Summary

Celtic Residential Care offers people a reliable service from a small team of workers who are effectively led and supported. Additional training would further enhance the quality of support people receive.

There is a high level of continuity with people seeing the same workers on a regular basis. Because the team is small, people and those supporting them know each other well. Care workers have a good knowledge of what people's needs are and what is important to them.

People receive their support from workers who are motivated to meeting their needs, but some feel their work and levels of commitment are not reflected in the some aspects of their terms and conditions of employment..

Well-being

People are safe and protected from harm. Care workers know the action they are required to take if they suspect a person is at risk of harm or is being abused. They are also confident their manager would take any concerns seriously to make sure people are properly safeguarded.

People's well-being is enhanced because the service is managed and led by a manager who knows his team of staff, and those being supported, well. The atmosphere is relaxed and calm and care workers appear respectful when working in people's own homes.

Whilst care workers appear skilled and knowledgeable, there are gaps in staff training. Some care workers would value training in caring for people with severe and enduring mental illness and specific training in epilepsy would further enhance staff's knowledge.

People are treated with dignity and respect and staff are willing to go the extra mile to support them. They are flexible with regard the hours they work, to help support people to do things which are important to them. Care workers know the importance of helping people maintain the highest level of independence possible, but there maybe opportunities for care workers to do more things with people, rather than for them.

Care and Support

People can do things that are important to them. One person is planning a trip away and is being supported by staff with this. Another said they are working on repairs to their home and one told us how they enjoy shopping and spending time with friends.

Covid is having a lasting impact on people, as some, who used to do things for themselves, like shopping and housework, are now relying on staff to do these. The manager has agreed to consider ways to support the team to encourage and support people by promoting a greater level of independence.

One person told us although they don't do this at present, they would like to do some work in the garden, and another said they like cooking but doesn't do much of it. People told us care workers mostly do the housework, but one said they do help with their laundry.

Care records are held as paper documents. Care plans have been reviewed in the last three months and set out people's goals and the actions they need to take to achieve these. Some people said they have been consulted about their care plans but others said they have no knowledge of their care plan.

Daily records are detailed and person centred. They provide information about the person's mood; assistance needed with personal care and meal preparation and how they spent their time. They also provide evidence people are encouraged to remain as healthy as possible, with advice given about the importance of keeping hydrated, as well as the importance of spending time away from their home.

People have a good relationship with care workers. They say staff know them and are "nice". One person told us "*they (the staff) help me get through the day*" and another said "*the care is perfect. I can't fault it*". Interactions between people and those caring for them are friendly and relaxed. Staff are motivated by the people they support and feel a sense of responsibility for them.

Environment

This is not considered for domiciliary care agencies. However, the office is easily accessible for care workers and visitors to meet with managers in private.

Information is stored in locked cabinets to maintain confidentiality.

Environmental risk assessments are carried out to make sure people's homes are safe for care workers.

Leadership and Management

There are some effective governance arrangements in place to monitor quality. The responsible individual (RI) has good oversight of the service, and both the manager and RI are visible at the service. Care workers are able to discuss any ideas or concerns they have with their managers and are confident of a helpful response. People using the service know the managers and have a good rapport with them.

Workers are appointed following a safe and robust recruitment process. Files are easy to navigate and contain the information needed. References are obtained and a record shows each staff member has a current DBS check.

Care workers have had some training, but records show this is not always up to date. Training has been difficult due to the pandemic, but despite this, there are gaps. Some people receiving support have specific conditions including diabetes and epilepsy, but staff have not received training in these areas. Some staff would value having training on the impact of severe and enduring mental illness. This is an area for improvement and will be followed up at the next inspection.

Care workers get feedback on their work. Records are kept in staff files and show formal supervision is carried out almost every three months. The manager is available to workers at other times for more informal support and supervision. Care workers, in the main, feel valued and are able to raise any ideas or concerns they have and are confident of having a helpful and timely response. One said *"he is a good manager"* when describing the leadership of the service. However, some care workers feel their pay does not reflect their responsibilities. We discussed this with the manager who confirmed salaries are comparable to other services.

People have varying hours of support but this is not always clearly documented to demonstrate people are receiving the time they are contracted to have. People have time with care workers and no visits have been missed due to staffing shortages, meaning people receive support from a service they can rely on.

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|----|--|-----|
| 36 | Care workers do not have up to date training. care workers have not had training in supporting people with epilepsy. care workers do not have training in supporting people with severe and enduring mental illness. | New |
|----|--|-----|

Date Published 07/09/2022