



## Inspection Report on

**Waterview Domiciliary Care**

**Neyland House  
Neyland Terrace  
Milford Haven  
SA73 1PP**

**Date Inspection Completed**

06/02/2023

**Welsh Government © Crown copyright 2023.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Waterview Domiciliary Care

Type of care provided	Domiciliary Support Service
Registered Provider	Waterview Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	23 August 2021
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

People told us that they are extremely happy with the care and support they receive and that the care workers are friendly and helpful. People are cared for by the same care workers whenever possible. This promotes consistency of care and enables people to become familiar with their care workers and to build positive and trusting relationships. Personal plans and risk assessments contain the information needed for care workers to know how to provide people with the support they need.

Staff recruitment and vetting processes ensure care workers are safe and fit to work within the service. Care workers receive appropriate training and supervision to support them in their role. Information about the service and organisational policies and procedures are up to date and accessible. The Responsible Individual (RI), nominated to oversee the service, completes quality monitoring processes as required.

## Well-being

Waterview Domiciliary Support Service provides a good standard of care and support to people. Care plans and attendant risk assessments are in place. The service ensures people are fully involved and participate in decisions regarding their care. People told us that they are happy with the care they receive and find the care workers to be friendly and helpful. Personal plans and risk assessments contain the information needed for care workers to know how to provide people with the support they need. Regular reviews are completed in consultation with the individual. People are cared for by the same care workers whenever possible which enables consistency of care and allows them to become familiar and comfortable with their care workers.

The service supports choice and control. Personal plans contain information on individual routines and detail how people like care tasks to be completed. The service undertakes introductory visits before new staff members provide direct care. Feedback shows the service works to build positive relationships with people. Regular reviews ensure people can express their opinions and feedback on the care provided. People told us the service is flexible and responsive to requests and that the manager and care workers are always helpful in their approach.

The care offered by the service supports people to remain well. Personal plans are up to date to ensure people's physical needs are understood. The service is responsive to people's changing needs and maintains open lines of communication with health and social care professionals. The service manages medication effectively and care workers receive training in this area. Care workers use personal protective equipment (PPE) to reduce the transfer of infection.

Systems are in place to protect people from abuse. The service completes recruitment checks prior to care workers beginning their employment. Care workers receive appropriate training to ensure they can undertake their duties safely. People have access to information about how to raise concerns and the service has a complaints policy in place. Care staff are aware of whistle blowing procedures and understand their responsibility to safeguard vulnerable adults. A range of up-to-date policies and good practice guidance is in place. The Responsible Individual (RI) is present in the service and completes quality assurance reports and three-monthly visits.

## Care and Support

People receive care and support that meets their individual needs. People are involved with developing their personal plans which are kept under continual review. Personal plans and risk assessments are clear and provide staff with the information needed to support and care for people in line with their identified needs. Informative daily notes are kept which reflect how people have been supported. We found thorough support planning processes and documentation in place. The provider ensures people are fully involved and participate in decisions regarding their care and support needs. We saw support provided is person centred. Governance arrangements and quality assurance processes are in place. The RI and the manager take an active role and are present and directive in the service. Care workers access a wide range of both core and specialist training. There are effective staff vetting and compliance checks in place. Detailed policies and procedures are in place to guide staff and the Statement of Purpose (SoP) is reflective of the service provided. People receive the care they need when it is required.

People remain as healthy as they can be due to care provided and effective administration of prescribed medication. People receive the medication they require safely. Staff competency is checked before they can administer medication. Staff support people to access health appointments as and when required.

People receive good support from friendly, respectful, and caring staff. People told us they have choice about how they spend the day, and their individual wishes are respected.

People's safety is well managed. There are processes in place to safeguard people. Individual risk assessments are in place and care workers are aware of the importance of making referrals to the local authority if they have any concerns about the people they work with. Care workers receive up-to-date safeguarding training.

## Environment

## Leadership and Management

There are arrangements in place to maintain oversight of the service and processes to monitor the quality of the service. An open-door policy is operational which was observed on the day of inspection, with care workers popping into the office to see the manager. Communication with people, staff, and relatives is good. RI conducts visits to the service and produces a report on what the service does well, with any areas of improvement identified. Policies and procedures are in place to help protect people from harm or abuse. Risk assessments are in place to safeguard people and staff.

People receive care and support from trained care workers who are supported in their role. Care workers receive training to ensure they have the knowledge, competency and skills to meet people's needs. Records show that care workers have received training in all mandatory areas in addition to training in specialist areas, such as dementia care, in order that they can meet the changing needs of people who use the service. Staff meetings are arranged to share operational matters such as training and health and safety and provide opportunities for staff to share ideas and any concerns regarding the service delivery. Care workers receive regular formal supervision, at least three monthly, and records are kept. The manager operates an open-door policy and is readily available to care workers if they wish to discuss any issues or receive informal support and advice. People are supported by a service that has a stable staff team. Consistency of care is provided by the same staff whenever possible. People told us that they are very satisfied with the care they receive, considering the care staff as part of their extended family.

The service has a statement of purpose, which clearly describes who the service is for and how it will be delivered.

### 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
------------	---------	--------



N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

**Date Published 30/03/2023**