



## Inspection Report on

**Thistle Care (Gwent)**

**Office 8, 2nd Floor  
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Cardiff  
CF23 9AF**

## **Date Inspection Completed**

28/06/2023

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## About Thistle Care (Gwent)

Type of care provided	Domiciliary Support Service
Registered Provider	Thistle Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">6 May 2021</a>
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 are happy with the service they receive from the provider, and they are well informed about recent organisational changes. There is a new organisational structure which is positively impacting on the service people receive and staff well-being. There is information available to accurately inform people about what they can expect from the service. Care documentation is detailed and reviewed to keep current. The provider is making changes to include important updates in all documents available to care workers. Care calls are well planned to ensure people receive calls when they need them. Care workers receive core training in all areas for their role, and specialist training is being planned to meet specific needs. Care workers are benefitting from regular supervision and spot checks which helps them to reflect on their practice and supports self-development. Since taking over the service the provider is making positive changes by developing better working practices, involving people in their care decisions, and stabilising the staff team. The provider has a realistic plan to implement worthwhile changes to ensure the service meets all its regulatory requirements in full.

## Well-being

People are supported to have choice and control in how and when they receive their care and support. Information is available about what they can expect from the service. People are included in the development of their personal plans and participate in reviews. Communication between the service and people is positive and allows them the opportunity to feedback to the service about the care they receive. People told us they have consistent support which helps them to develop relationships with the care workers and maintains the level of service they receive. People describe the care workers as kind, caring, and respectful; care workers go “*Over and above*”. Those receiving a service feel confident and assured issues would be dealt with promptly and professionally.

There are systems in place to promote people’s safety and risk assessments are thorough and individualised. The provider completes thorough assessments of people’s needs before agreeing to provide care and support, this ensures the service is suitable for them. Care calls are scheduled according to people’s needs and preferences, as reasonably practicable. The manager intends to strengthen the call auditing systems to identify and foresee any issues and make improvements when needed.

There is new leadership at the service since the last inspection. The proposed responsible individual (RI) is working closely with the manager to develop the service. The provider demonstrates a good understanding of the importance of sustaining person-centred care, and the growth of the service is planned to be slow and steady to minimise the potential impact on people. People told us they have received home visits from the new management and feel listened to.

There are quality assurance arrangements in place to monitor the day-to-day service in people’s homes. The RI intends to strengthen internal auditing and monitoring to ensure the service develops successfully. There are safe recruitment processes in place to keep people safe from harm. Care workers receive training for their role such as safeguarding, and some additional specialist training is scheduled. All care workers complete a comprehensive induction to inform them of their responsibilities when keeping people safe. Care workers consistently told us their well-being is important to the provider and people who use the service are experiencing a positive impact on their well-being and outcomes.

## Care and Support

People are involved in their personal plan reviews and the plan supports people to achieve their individual well-being outcomes. The service is eager to strengthen the care documentation by including important information such as vital health and well-being updates and records of contact between healthcare professionals and the service. Daily records show that people receive the care and support they need in-line with their personal plan. Information about people is being further developed by the service to become more person-centred and tell care workers about hobbies, interests and things that are unique to them. The provider recognises people's lives can be further enriched by working with the person and other professionals to support them to reach their goals and aspirations.

People receive medication at the right time, and we observed mostly accurate medication recording charts in people's homes. The medication policy is in place for care workers to follow and the service is taking immediate steps to ensure the policy content is factual and in-line with current guidance. Care workers are trained to administer medication, and all receive competency checks. There is a system in place for senior care workers to monitor the recording of medication although the way the service audits paperwork is a developing area. The manager intends to introduce a new medication auditing process to ensure any issues are promptly identified and acted upon.

People told us the service consults with them about any changes in call times or care worker, but we were reliably informed changes do not happen very often. Continuity and consistency of care is a strength of this service. People told us care workers are generally on time for calls and communication with the office is good. Care workers mostly stay for the duration of the care call and people told us they receive all their planned care in that time, and they do not feel rushed.

During the inspection people consistently told us they are happy with the quality of the care they receive. People feel listened to, valued, and respected by the service. We found people spoke about their care workers with a high regard and trust. Care workers are well presented and use Personal Protective Equipment (PPE) appropriately. People's homes and personal items are respected.

## **Environment**

This theme is not considered for this inspection.

## Leadership and Management

Since the organisational changes, the provider has made good progress with stabilising staffing, retaining, and maintaining the quality and continuity of care and outcomes for people. The provider recognises the work required to meet all the regulatory requirements discussed during the inspection. Care workers told us they feel valued and well supported and the provider has kept them informed of any updates or new ways of working. The statement of purpose is continually under review to reflect the changes being made at the service and people have access to the information.

The proposed RI is awaiting approval by CIW but they are registered with the workforce regulator. The RI works closely with the management to identify and make purposeful changes to the way the service is operating. An action plan is in place and we found good progress being made in a short amount of time. People's views and opinions matter and the provider completes engagement activities to monitor the quality of the service they receive. The RI regularly visits the service and is well informed and identifies areas that need further development. The RI completes a quality-of-care report to fully inform the provider of how the service is performing. The report is an open and honest reflection of the ongoing work, and the quality of the service people receive. People and staff are consulted, and their views form part of the report.

The RI intends to strengthen the internal auditing arrangements to ensure all key areas are regularly evaluated for example, accident/incidents, safeguarding matters, calls, care planning and medication. This will ensure there are no missed opportunities to be acted upon and lessons learnt. The manager is suitably supported by the RI and there are immediate plans for formal supervisions to be properly documented. We recognise the management have worked well to ensure all staff receive supervision and competency checks and annual appraisals are planned. Care workers are registered with Social Care Wales, the workforce regulator.

We found safe recruitment processes in place which are followed to ensure people are protected from harm. Records show that care workers receive training in most areas for their role and further specialist training is being explored. Care workers attend team meetings and are kept fully informed. All care workers have working contracts of their choice to suit their personal circumstances. Staff have sufficient travel time between calls and break times.

### 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





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