



Inspection Report on

Elliots Hill Care Ltd - DCA

**First Floor (suite 19b)
Cedar Court
Milford Haven
SA73 3LS**

Date Inspection Completed

07/11/2023

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About Elliots Hill Care Ltd - DCA

Type of care provided	Domiciliary Support Service
Registered Provider	Elliots Hill Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18 May 2022
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

People receive care and support from a service which has exceptionally robust process for quality monitoring, with the focus on person centred care and ongoing improvement. All members of the team know the values of the service and understand the part they play in making sure people receive person centred care and support.

Workers are appropriately trained, supported and feel valued. They feel part of the team and, where possible, are flexible in the approach.

There is a high level of reliability and consistency, with people being confident they receive the time they have been assessed as needing, and from workers who know them well.

Well-being

People are safe and protected from abuse, harm and neglect. This is because workers know their responsibilities in relation to safeguarding and are wholly confident their managers would deal with any concerns raised and take the actions necessary. Workers have completed safeguarding training.

People have a voice and are encouraged to contribute to, and direct their care and support as far as possible. Those who are close to people receiving support feel involved and are contacted about anything significant and also invited to attend, or contribute to, planning and review meetings.

Independence is encouraged with some people working towards more independent living, or reduction in the support needed. For those who need more ongoing or intensive support, the service is both reliable and flexible.

Care workers are appropriately trained and supported meaning they have the skills and motivation to support people to do things which make them happy. The training and the relationship workers have with other professionals mean people get the right care and support to help them remain healthy.

People, and their relatives, have good relationships with those supporting them. We saw some good humoured banter, with people clearly feeling comfortable with their workers. One relative describes the team as "*brilliant*" and another said "*X is having the best care. The staff love X... The staff are so switched on*". People are supported by workers who feel valued and describe their work as a "*privilege*".

Care and Support

Support plans are comprehensive. They provide the details needed by workers. Records contain information about how to best communicate; things which may upset the person and the help needed with personal care. Care plans do inform and direct care and support. Records show how one person enjoys music and a relative told us how pleasing it is that a member of the team plays their guitar to them. Daily entries are brief but contain the relevant information.

People receive care from a service which is reliable; focused on quality and there is an emphasis on promoting independence where possible. Some people have been assessed as needing one to one support and almost always these staffing levels are achieved. There is a good level of consistency of worker, with people receiving their support from a small team of workers who know them well.

There is a strong focus on rehabilitation and for people to achieve a level of independence. The team are proud of the achievements made by some people who they have helped to move on to more independent living, and also for some to have a reduction in the support needed. Some people are supported with work and one person spoke with pride about the work they are doing, with staff showing a high level of encouragement and support.

People's physical health needs are met. Workers are trained in a range of areas and people receive a good service from local health professionals. Some people have high physical health care needs are safely met. Workers have a good knowledge of those they support and are able to recognise when an individual is becoming unwell. One relative is particularly appreciative of the staff, describing them as *"so switched on... very tuned in to X"*.

Duty rotas are written so that people get the time they have been assessed as needing. Adequate travel time is booked into the rotas meaning workers are not rushed and people get their allocated time.

Leadership and Management

There are some very effective and robust governance arrangements in place to monitor quality. The manager has written a comprehensive Quality of Care report which sets out where the service considers they are doing well, and also the areas for improvement and development. The Responsible Individual (RI) spends time in each of the services and identifies areas of good practice and also where improvements would benefit people.

There is a very strong focus on quality with all staff, regardless of their role in the service, understanding the contribution they are required to make, and how the main purpose of their work is to make sure people receive the best quality of care and support possible.

Workers are appointed following a safe and robust recruitment process. Appropriate references are obtained, and the necessary safety checks are carried out. All relevant risk assessments are carried out and regularly reviewed by a senior member of the team. The electronic system highlights when checks are needed to make sure they all remain up to date.

There is a very strong focus on training. Within the main office base, there is a designated training room. Senior staff have recently completed some specific training and workshops, and care workers have up to date training in areas including acquired brain injury; safeguarding and caring for people with a learning disability. During the inspection, a large group of staff were being trained in First Aid by a skilled and motivated trainer who is well regarded by the staff team. Professionals spend time educating staff to make sure their knowledge and skills are up to date. Relatives of people using the service consider workers to be skilled and well trained.

Workers have a good level of confidence in their team leaders and managers, especially because many of them have been promoted within the service and therefore have a good knowledge of people, as well as the roles and responsibilities of care workers. Also, team leaders and other managers are very visible within the services, often carrying out support worker roles.

Workers get feedback on their work to help them in their professional development, and the matrix shows supervision is up to date. Senior staff, including the RI carry out regular spot checks to observe workers, and to talk to people and those supporting them.

Although the environment is not routinely considered as part of the inspection process to a Domiciliary Care Service, the office accommodation is clean, in good decorative order and offers a place for people to meet with staff, in private if necessary. In addition to a well-equipped training room, there is space for staff to complete on line training. The atmosphere in the office is friendly, relaxed and well organised.

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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