



## Inspection Report on

**Back to Basics Care & Training Limited**

**The Beacon Enterprise Centre  
Dafen  
Llanelli  
SA14 8LQ**

**Date Inspection Completed**

04/10/2023

**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 Back to Basics Care & Training Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Back to Basics Care & Training Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	28 July 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 and their representatives are very happy with the person-centred care and support they receive. Individuals are supported by a small consistent team of skilled care workers, who they have built up positive relationships with. A representative told us *“I don't have to worry about my (family member) because they care for (family member) so well”*. People and their representatives are involved in decisions about the care and support offered to them. The manager is well known by people who use and work at the service.

The Responsible Individual (RI) is also the manager of the service and has a hands-on approach, they are accessible and well respected by everyone involved. The RI has good oversight and completes a six-monthly review with clear actions to improve the quality of the service.

## Well-being

People receive the right, personalised care and support that enables them to achieve their individual outcomes. People and their representatives are involved in developing and reviewing their personal plans, which focus on things that matter to them. The manager also involves health care professionals to help people remain as healthy as possible. Staff respect people and treat them with dignity. The service is working towards an 'Active Offer' of the Welsh language and some staff are bilingual. A care worker told us *"I'm Welsh speaking and seeing the smile on people's faces when they know you can talk Welsh is lovely"*.

People are protected from harm because recruitment processes and training ensure they get the right care and support. Care workers receive an effective induction and ongoing development training and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns.

People have a voice because the RI/Manager works directly with them and understands their individual needs and circumstances. Information from people, their representatives and staff is used to inform the service's six-monthly Quality of Care Review.

## Care and Support

People and their representatives are very positive about the care and support they receive to live as independently as possible in their own homes. When discussing the service, a representative told us *“They (Staff) really care for my (family member) and they are like an extension of our family. They are patient, treat my (family member) with respect and dignity”*. Knowledgeable and understanding care workers are guided by effective personal plans and have taken time to get to know people well. A care worker told us *“People are really nice, I always try and put a smile on people’s faces”*. People usually have the same small and consistent group of care workers. Individuals value the continuity of care and we were told *“We have the same carers all of the time and that really helps”*.

People are involved in developing their own effective personal plans. The manager also involves individual’s representatives, care workers and other professionals to ensure information is accurate and up-to-date. When discussing the personal plans a care worker told us, *“They are up to date with lots of detail and we can also help to develop the care plans”*. People’s daily notes record the care and support completed.

The service is experiencing the same challenges as many in the sector with retention and recruitment of staff. However, the manager ensures there are adequate numbers of skilled workers available to meet people’s needs. Care workers know people well and have built up positive relationships with them. A representative told us *“The small team is good. They know the intricacies of (family member) and they take their time with (family member), they are very patient, they are excellent. They have well exceeded our expectations”*.

The provider has an up to date Statement of Purpose and Service User Guide, that is available for people and/or their representatives. There are policies in place to guide staff and procedures to promote safe practices.

## Leadership and Management

The RI is also the manager of the service; they have effective arrangements in place for monitoring, reviewing and improving quality. The RI/Manager has a very hands-on approach, they work regularly with people and care workers. The RI/Manager records their interactions with people, their representatives and staff. Any suggestions made and actions needed to improve the service are also recorded. The six-monthly Quality of Care Review uses feedback from people who are involved in the service and data from internal audits.

People and their representatives have confidence in the RI/Manager and we were told, *"We know [RI/Manager] well. "We have good communication and she keeps us up to date. If I have any concerns I know where to go and she will deal with anything"*. Care workers value the assistance and direction from the RI/Manager and one said, *"she's good, always there when I need her and is a good support"*. There are effective systems in place to ensure documentation is up to date with sufficient detail to enable staff to provide care and support.

Care workers receive regular quarterly supervisions but value the availability and responsiveness of the RI/Manager. A worker told us *"I have good communication with [RI/Manager] and we address things straight away"*. The RI/Manager regularly works with staff to ensure standards are consistently met and a care worker told us *"The RI/Manager is focused on people and giving them the best quality of care we can and that motivates me"*. Discussions with workers, demonstrate a good understanding around reporting concerns and safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring (DBS) checks. New staff receive a thorough induction and get to know people before they work independently. A care worker told us *"RI/Manager is on the ball and very diligent, a very good teacher. She is supporting me to get to know the job"*. Ongoing mandatory and person specific training helps staff to meet people's needs. The majority of care workers are registered with Social Care Wales and have gained skills through professional qualifications.

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



### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 01/11/2023