



Inspection Report on

Back to Basics Care & Training Limited

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

Date Inspection Completed

10/08/2022

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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	
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Back to Basics Ltd. provides domiciliary support within two regional Welsh partnerships and this report is reflective of the services within Powys, and Western Bay.

People and their representatives are very positive about the service they receive, a family member said *“Back to Basics are brilliant, we couldn’t ask for more, they give me so much reassurance”*. A small, consistent and passionate team of staff are guided by accurate and up-to-date person-centred plans, a care worker told us *“the people we support are lovely, they are a wonderful bunch and just lovely people”*.

The Responsible Individual (RI)/manager of the service is hands on and combines their time between directly supporting people and management duties. The RI/manager is supportive to the staff team but needs to improve communication with care workers. The four Areas for Improvement identified in the previous inspection have been resolved and are now closed.

Well-being

People receive person centered support and are involved in all decisions about the service they receive. Detailed information, including guidance from health and social care professionals is recorded in personal plans to help people remain as healthy as possible. People and/or their representatives contribute to decisions that affect them. The RI/manager maintains detailed personal plans that focus on things that matter.

People are supported by a small and consistent staff team, who they have built up positive relationships with. Care workers are sensitive and understanding in the way they support individuals to live as independently as possible; a representative told us *“They support her to do things for herself, like cleaning and that is so good for her”*. The service is working towards an 'Active Offer' of the Welsh language. Care workers have positive relationships with people and one told us *“I love my care work and the people we support are lovely”*.

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. Induction and ongoing training is in line with the needs of people who use the service and ensures their individual circumstances are considered. People know how to raise concerns if needed and have full confidence in the RI/manager.

People have a voice and input into the running of the service because the RI/manager regularly talks with them. The Quality of Care Review focuses on developing the service following consultation with staff and by using information from people in surveys and audits.

Care and Support

Care staff work in the community, supporting people in their own homes, a family member told us *“The carers are great, they’ve had time to get to know him and they understand him so well”*. The provider has personalised, accurate and up-to-date plans for how it delivers support to individuals. The RI/manager considers a range of information from the person, their representatives, workers and external professionals. Risk assessments in areas such as mobility help to maintain people’s safety, while promoting their independence. The RI/manager regularly review plans with individuals and their representatives so they remain relevant. Daily notes record the care tasks completed and detailed information from the perspective of the person and what they have achieved. There is documented evidence of health and social care professionals being involved in personal plans. Care staff are positive about their role and the impact they have on people, a worker told us *“I love my job and it’s exactly what I want to do because I enjoy helping people and benefitting their lives”*.

Staff confirm they have enough travel time between care calls and have sufficient time to complete care. People’s representatives told us they can request to alter the call duration to ensure it reflects the individual’s needs.

The service has been impacted in the same way as many in the sector during COVID-19 and with the current recruitment challenges. Everyone has worked as a team to maintain the service. The manager told us they have been doing a lot of care work themselves and the staff are flexible and cover each other’s shifts when needed. People and their representatives acknowledge the challenges everyone has faced, a family member told us *“They have had staffing issues, which I am sure is common to all the care industry. To be fair [RI/manager] gets things sorted and makes sure she (family member) gets a call”*.

The provider has an up to date Statement of Purpose and policies and procedures to manage the risk of infection. There are good hygiene practices in line with Public Health Wales guidance.

Environment

Leadership and Management

The RI/manager is involved in the day to day running of the service. Care workers describe them as supportive but communication needs to improve, one said “[RI/manager] has been out doing care so much it can be difficult to get hold of them on the phone”. The RI/manager gathers information from people, their representatives and staff to inform their statutory quarterly reports. People and workers confirm they talk to the RI/manager and told us they can make suggestions to improve the service. The six monthly Quality of Care Review uses information from surveys and internal quality assurance systems.

People and their representatives have confidence in the way the service manages complaints and feel able to raise concerns if needed. A family member told us “we talk to [RI/manager] whenever we need to and she gets things sorted”. Medication is managed appropriately and advice is sought from health professionals when necessary. Regular workers ensure people get continuity of care and support to help build relationships.

The majority of staff confirm they receive regular documented supervision meetings with the RI/manager. Procedures are in place to support good practice and staff have a sufficient understanding of key policies. Discussions with staff demonstrate a good understanding of their responsibilities around safeguarding.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Care workers receive induction training to meet people’s needs and enable outcomes.

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
19(2)(a)	The service user guide is not dated, reviewed and updated annually.	Achieved

Date Published 31/08/2022

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