



## Inspection Report on

**Inn Care Limited**

**In Care Ltd  
113-116 Portland House  
3rd Floor - West, Bute Street  
Cardiff  
CF10 5EQ**

## **Date Inspection Completed**

07/07/2023

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## About Inn Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	INN CARE LIMITED
Language of the service	English
Previous Care Inspectorate Wales inspection	20 October 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People are mostly happy with the care they receive and speak positively about the care staff who support them. Improvements to the service have been made since the last inspection and the service is now fully compliant with regulations. Policies and procedures are in place for the running of the service and have been updated to include required information. Personal plans clearly outline people's needs and how they should be met and are reviewed regularly to ensure they remain accurate. Risk assessment are in place where required. Care staff are happy working at the service and feel well supported by the management. Care staff receive appropriate training and are recruited safely. Rotas include travel time for care staff between calls. People are given detailed information about the service they can expect to receive and their views are sought as part of quality assurance monitoring. Complaints to the service are taken seriously and acted upon appropriately. Referrals are made to the Local authority safeguarding team when required and Care Inspectorate Wales (CIW) are notified of reportable incidents. The Responsible Individual (RI) visits the service regularly.

## Well-being

People are treated with dignity and respect. The majority of people told us they are very happy with the care they receive. People described the care staff as “*kind, polite and respectful*”, and said that they are very rarely late. Care staff rotas include sufficient travel time to ensure people’s care is not rushed and completed correctly. People are given a service user guide which outlines the service that can be provided and details how people can complain if they are not happy. People’s feedback about the service is gathered as part of quality assurance monitoring and the RI engages with people using the service.

People receive care without delay. People are included in assessment and review of their care needs and have opportunity to express their views on how their care is provided. Personal plans of care detail people’s needs and guide staff on how they should be met. There are risk assessments and further documentation in place as required and all documents are reviewed regularly. There are policies and procedures in place for the smooth running of the service and care staff receive relevant training to ensure they are competent to undertake their roles. Care staff like working at Inn Care and have built good relationships with the people they care for. Care staff receive formal supervision and feel well supported.

People are protected from harm and abuse. Inn Care has a robust safeguarding policy in place and all staff receive training in safeguarding adults at risk of abuse. Care staff feel confident that they are listened to if they raise any concerns. The management understand legal requirements of caring for vulnerable people and liaise with the Local authority safeguarding team when required. Notification are made to CIW correctly. Care staff recruitment is safe as pre-employment checks are completed and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required. Complaints to the service are dealt with swiftly and monitored closely to ensure lessons are learnt.

## Care and Support

People receive the right care at the right time. Personal plans of care clearly outline people's needs and are supported with risk assessment and further information where required. Documents are reviewed regularly to ensure they are kept up to date. Personal plans are important as they guide staff on how to care for people correctly. Care staff rotas include sufficient travel time that supports care staff to travel between consecutive care calls without rushing or feeling unduly pressured. People told us care staff mostly arrive on time and occasions of lateness are very rare. People told us that care staff stay for the full duration of the care call and complete all required tasks. One person described the care as "*mediocre*" but added that "*staff are polite and do their job*". Another person said, "*we find all of the carers great, but there are four that just go above and beyond*".

People have choice and control over their lives. People are included in the assessment of their needs and agree their preferred care call times before the service commences. People's likes, dislikes, and preferences as to how care is delivered is included in personal plans, and people are included in the reviews of their personal plans. We saw Inn Care has received a number of compliments in regard to the care provided and people told us they would feel confident in making a complaint to the service if they needed to. One person told us "*I raised some issues with the office and they were addressed straightaway and fully resolved with no problem*". We examined some rotas and were able to see that staff continuity is good. This is important as it enables people to build relationships with the care staff who support them and ensures that people's care is delivered in their preferred way. People told us they are happy with the service and one person said, "*so far it's going really well and my relative gets on very well with the carers*". Another person said, "*the management are amazing, they called up regularly to ask about my relative when they were in hospital, that is so caring*".

## Leadership and Management

People benefit from the leadership and management in place. The RI has oversight of the service and completes visits regularly. The RI engages with care staff and people using the service and produces a report to support the visits. Improvements have been made to monitoring of the quality of care. Quality assurance monitoring takes place regularly and includes the views of people using the service and staff working at the service. Quality assurance monitoring indicates that the provider is committed to providing a quality service and making improvements when required. Referrals are made to the Local Authority safeguarding team appropriately and then stored centrally with outcomes recorded and monitored. This is good practice as it enables the provider to identify themes, trends and patterns of abuse should any occur. Complaints to the service are taken seriously, dealt with appropriately and monitored by the RI. Notifications are made to CIW in line with regulatory requirements. The service has robust policies and procedures in place to guide the running of the service, which have recently been updated to include required information.

People are supported by care staff who are well trained and supported. Care staff receive training appropriate to the roles they undertake and have opportunity to access refresher training at anytime from the inhouse trainer. Care staff receive a formal supervision in line with regulatory requirements and feel well supported by the management. Supervision is important as it is an opportunity for care staff to discuss any practice issues or needs in a formal setting that is recorded. Staff told us they are happy working at Inn Care and have no issues at all. One staff member said, *"it is a good company to work for and we have lovely clients"*. Another staff member said, *"I like my job very much and feel the managers listen to me"*. We examined a selection of staff personnel files and found that they contain all required information. We were able to see that pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

### 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
58	The medication policy is not robust enough to give staff clear information to ensure the safe administration of medication.	Achieved
41	A schedule of visits must delineate the time allocated for travel, the time allocated for each visit and time allocated for rest breaks.	Achieved

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
8	The service provider to have systems and processes in place to monitor, analyse and improve the quality and safety of the service	Achieved



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