



Inspection Report on

Procare Wales Limited (Domiciliary Services)

**Procare Ltd
54-56
Kinmel Street
Rhyl
LL18 1AW**

Date Inspection Completed

25/07/2023

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About Procure Wales Limited (Domiciliary Services)

Type of care provided	Domiciliary Support Service
Registered Provider	Procure Wales Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the service's first inspection since its re-registration under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).
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, in their preferred way, from a team of consistent staff who they like and are familiar with. Personal plans provide accurate and up to date information regarding people's care needs and how staff should support each person. Risks known to people's health and well-being are recorded and managed to keep people safe, whilst also allowing positive risk taking. Promoting independence and enabling people to take part in activities they enjoy are given a priority. People are happy with the care they receive and contribute their ideas to how they would like the service to develop. Relatives of people who use the service appreciate the good communication they receive from the staff and manager. There are processes in place by the manager and responsible individual (RI) to regularly monitor the quality of the service provided and to ensure the service is run safely. Staff's suitability to work at the service is checked, and relevant training is provided so staff understand the needs of the people they support. Staff enjoy working at the service and are well supported by the manager in their roles.

Well-being

People and their relatives are happy with the service provided. People told us they “like” the care workers supporting them, they praised the standard of care they receive, and they describe the staff as “fantastic”. Relatives shared positive feedback regarding the service provided and they told us they felt “lucky” to receive such a good service. Good communication from the staff and managers were said to be a particular strength of the service. Some people have been supported by the same staff team for a long time, and people appreciate this stability. We saw people had a good relationship with their care workers.

People have control over their day to day lives. Choices are available to people in terms of how they wish to receive their care and support, and how they’d like to spend their time. Staff encourage people to be as independent as they can be and to increase their sense of confidence. People can share their views and feelings regarding the service they receive, and they are involved in developing the service.

People contribute to their community. Arrangements are in place to enable people to be a part of their community in various ways. People are supported to use local sport facilities, go shopping, and eat out in restaurants and other activities. People told us this was important to them, and they enjoy going out with staff’s support.

People’s physical and mental health and emotional well-being are promoted. Personal plans and risk assessments are in place to inform staff how each person wishes to be supported as well as what staff must do to promote people’s health. People are encouraged to have interests and support is provided to do the things they enjoy doing, which improves people’ sense of well-being. Staff provide support with medication and take prompt action in response to changes in people’s health. Contact is made with appropriate health and social care professionals for guidance, when required. Arrangements are in place to keep people safe and to protect people from harm.

The Welsh language and culture are respected. There is currently a low number of people who use the service who are Welsh speakers and a few of the staff working at the service can speak Welsh, including the RI. Staff are encouraged to take up opportunities to learn to speak Welsh to increase the service’s provision of the Welsh language Active Offer.

Care and Support

People are involved in decisions regarding the care and support they receive. Personal plans reflect discussions held with people, and their families where appropriate, regarding the support required. People told us they are regularly asked how they want to be supported, by who and which social activities they want to participate in. Personal plans are up to date, outcome focused, accessible to care workers and record in detail how each person's care and support needs should be met. Care workers we spoke with demonstrated an awareness and understanding of the information recorded within each person's personal plan. We saw the support delivered was in line with the personal plan and risk assessments in place. People are supported to learn new skills, increase their independence by cooking, undertaking housework, ordering repeat medication and take part in social activities of their choice.

People are supported to receive the most appropriate care when their needs change. We saw commissioners are informed when people's needs increase, so the care package in place can be adapted to meet their new needs. People can expect the manager to be responsive to changes in their care needs, to ensure they consistently receive the right care and support.

Arrangements are in place to promote people's health. Personal plans record people's known medical conditions and how they are managed. Support is provided to attend routine medical appointments and to see health professionals when required. Care workers support people to have their medication, as prescribed, and to collect their medication from the pharmacy when needed. People are encouraged to eat a healthy and balanced diet and to take part in sport activity if the person wishes to do so.

People are protected from harm and abuse. Known risks to people's safety are recorded within their personal plans, as well as the measures in place to manage the risk. Care workers are confident regarding their roles and responsibilities in relation to protecting people from harm and abuse. Safeguarding training is provided, and a safeguarding policy is in place which clearly records what staff should do should they witness or suspect abuse. The safeguarding policy is aligned with the Wales Safeguarding Procedures which is the current framework in place for protecting people from harm. Care workers told us they felt able to raise any concerns, and they were confident they would be listened to. Safeguarding matters are reported to the relevant authorities when required.

Leadership and Management

There are clear arrangements in place to oversee the smooth running of the service, which supports people's ability to achieve their personal outcomes. We saw policies and procedures are in place to fulfil the aims of the statement of purpose. The RI and the manager of the service have effective oversight of the service provided to ensure the provision is in line with the policies and procedures in place.

People can be assured processes are in place to consistently monitor, review and improve the quality of the service provided. We saw the RI undertakes regular visits to the settings where care and support is provided to formally monitor the quality of the service. This includes speaking with people to gather their views about the service they receive. The RI records the outcome of their visit in a document, which includes any actions required following their visit. Progress made in relation to the actions required is monitored by the RI at follow up visits. The manager completes spot checks of care documentation in place at people's homes and regularly speaks with people to ensure they are happy with the service they receive. We saw the manager has good relationships with the people who use the service and their relatives. Formal quality of care reviews take place twice a year and the findings are recorded within a formal report which is shared with the service provider.

People are supported by care workers who have the knowledge and skills to undertake their roles. The records we saw demonstrate new care workers are recruited safely and they are provided with training which is appropriate to their roles. Care workers told us they are encouraged and supported to undertake formal social care qualifications, which enhance their knowledge and skills base. They also told us they feel well supported in their roles and can access managerial advice and guidance when they need it. We saw staff receive one-to-one supervision sessions with their line manager and an annual appraisal. Staff team meetings take place regularly to discuss any planned changes to the service, and to gather feedback regarding the service provided. Some care workers have worked at the service for many years. People told us they feel they benefit from having a consistent staff team who they have known for years and who are familiar with their care and support needs.

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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