



Inspection Report on

Pembrokeshire Care Ltd

**Pembrokeshire Care Ltd
Unit 7 Haverfordwest Business Centre
Merlins Court Winch Lane
Haverfordwest
SA61 1SB**

Date Inspection Completed

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About Pembrokeshire Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Pembrokeshire Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No. The service does not provide an 'Active Offer' of the Welsh language because there is no demand for it currently.

Summary

Overall, Pembrokeshire Care Limited endeavours to support people to maintain their independence. The staff team are enthusiastic and want to make a positive difference to people's lives. Care workers focus on each person's needs, to positively impact on their well-being. People and their relatives say care workers support them well. Care workers feel well supported by the Responsible Individual (RI) and the management team overall, although some employees are not up to date with their training. Good communication channels are evident throughout the service and there are robust systems in place to monitor the quality of care provided.

Well-being

People are more than satisfied with the service they receive from Pembrokeshire Care Limited. People say care workers support them well and say they are always respectful and professional in their approaches. Personal plans reflect each person's support needs and care workers are aware of the importance of each person's well-being.

People say they feel safe with the care workers who support them in their homes every day, especially when the care workers are familiar to them. This gives each person reassurance that their needs and personal preferences are really understood. People say they know how to make a complaint and are confident the manager would listen to them if they did. Each person's privacy and personal information is protected at all times.

People and relatives say their care workers are rarely late and never rush them. One person said, "*They are like part of the family now, I tell them my stories and they tell me theirs.*" Another person said, "*...and they always ask if there's anything else I need before they go.*" This means people can expect to receive the right support at the right time.

The provider does not offer the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. This is because there is no demand for it currently among the people receiving support. But some staff members do speak Welsh and the RI would reconsider if the need arose.

Overall, there is an accurate and up-to-date plan for how care workers provide people's support, to achieve their best possible outcomes. The provider considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining information from relatives and external healthcare professionals such as social workers, together with all assessments relating to the person. From this, senior staff develop care records to describe people's support arrangements and requirements. All care workers access information about each person's support arrangements on apps installed on their phones: this means they can update the person's records there and then, giving senior staff in the office immediate access to any developments. Each person's needs are discussed at weekly management meetings. In addition, to remain current, all care records are regularly reviewed, more frequently wherever support needs changed.

People and their relatives are happy with the support they receive. One person said, "Yes, *perfectly happy. They are always on time and do everything they are asked.*" Another person said they feel involved in what the care workers do when they visit them. They added, "*they do ask us if there's anything else we want from them.*"

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the service and care workers may refer to infection management policies when necessary. Measures are in place to ensure people are kept safe from infection as far as possible: this includes the monitoring of all visitors and the appropriate use of personal protective equipment by all care workers.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

Leadership and Management

Overall, the service is committed to developing a culture which ensures the best possible outcomes are achieved for people. There are clear systems in place designed to monitor

peoples' well-being and the quality of support each person receives. The RI identifies all actions needed to improve people's well-being in a six-monthly quality of care report. The management team meet every Monday to discuss priorities for the coming week. However, the RI does not meet with people and their relatives or members of the staff team to check on the overall quality of support being offered, instead relying on other members of the management team for updates. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

People and their relatives are happy with the contact they have with senior staff. One person said, "*Yes, they usually let me know when things are running late.*"

Regular staff team meetings are held to give all employees the opportunity to discuss their work and to keep up to date with all new developments. Three-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' Employee records show some care workers are not up to date with their essential training, but the RI is aware of this and has plans in place to rectify. While no immediate action is required, this is an area for improvement and we expect the provider to take action.