



Inspection Report on

Michael Phillips Care Agency Ltd

Michael Phillips Care Agency Ltd

**30-32
Kinmel Street
Rhyl
LL18 1AN**

Date Inspection Completed

22/09/2023

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About Michael Phillips Care Agency Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Michael Phillips Care Agency Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	3 July 2019
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 are offered good quality care and support in line with their assessments, personal plans and their outcomes are met. Feedback from people and relatives is very positive about the service and the difference care staff make for individuals and their families. Care staff comments include *"The work we do is so uplifting"*. People and their relatives feel listened to; their preferences are respected; they are involved in what happens and are informed of any changes.

Care staff are extremely complimentary about the service, they feel valued, well supported, and trained to carry out their roles and responsibilities effectively. Care staff know people well and are responsive to their changing needs, reporting any issues so prompt action can be taken. Care staff work well together as a team and there is good communication between people, care staff, the office and management.

There is good oversight of the service with the responsible individual (RI) and manager working closely together to ensure the service is provided to a consistently good standard. People, their relatives and care staff are able to speak with the managers and RI who are caring, approachable and act to resolve any problems. Quality of care reviews are completed six monthly to identify what is working well and how to make further improvements to the service.

Well-being

People have control over their day-to-day life. People's care and support needs are met in line with their personal plans. Plans are signed by people or their representative, kept under review and amended as needed. People and relatives told us they are involved and informed of any changes to their care and support. They receive rotas in advance so they know who to expect. People's preferences regarding care staff are respected and relatives confirmed this. Where possible Welsh speaking staff are allocated to Welsh speaking people. People and relatives are happy with the service they receive and there is good communication between them, care staff and the office.

People's physical, mental and emotional wellbeing needs are met. Care staff know people well and are able to respond to and report changes in needs to ensure they stay healthy and well. Care staff build positive relationships with people and get to know them and their families, providing continuity of care and good company. Care staff comments include *people's "Needs always put first"* and *"Very rewarding work helping people in their homes"*. They tell us *"It is an incredibly rewarding job"* and *"A career as a carer is such a wonderful rewarding experience it enriches your life as much as you enrich the lives of all the people you care for"*.

People are protected from abuse and neglect. People and relatives told us they are able to raise concerns and action is taken to resolve these. There is a safeguarding policy in place for staff to follow and they also receive safeguarding training. Care staff comments include *"Everyone is easy to get along with if I have any concerns, I'm not afraid to approach anyone and everything is done so accurate"*. Professional feedback included *"I have found Michael Phillips to provide a good standard of care and quick to raise any concerns"* for people. Care staff told us that managers are very approachable and help and advice is just a phone call away.

Care and Support

The service provider considers a wide range of views and information to confirm the service is able to meet people's needs and supports them to achieve their personal outcomes. An admissions and commencement of service policy is in place and a summary of the admissions procedure is included in the statement of purpose (SOP). Initial assessments are completed and we saw these in people's files. Information from other assessments and any identified risks are also obtained and used to create personal plans. People sign their plans to show their involvement and agreement with it. Reviews are carried out regularly to ensure changes are identified and any adjustments to care and support are made.

People are provided with the quality of care and support they need; they are listened to and risks are considered. Personal plans are in place for care staff to follow, including people's preferences, likes and dislikes. Comments from people describe care staff as *"lovely they are, without exception, they do their best for you"*. Relatives told us *"Carers are good with them, no complaints there"*. They also spoke fondly about care staff referring to particular staff as *"really good"*, *"lovely"*, *"brilliant"* and a staff member who *"goes above and beyond"*. Comments from care staff include *"I feel like my colleagues do an amazing job, this is reflected in the great feedback we get from clients and their families, as well as Social Services and District Nurses etc"*. Risks are identified and we discussed with the RI about the level of detail about these in people's plans.

The service promotes hygienic practices and manages risk of infection. Care staff receive training on infection control and there is a policy in place for them to follow. Supplies of personal protective equipment (PPE) are readily available for care staff. Care staff comments on what works well includes *"Availability of PPE"*.

Leadership and Management

People are supported by a service which provides care staff who are robustly recruited, supervised, valued and trained. Safe recruitment practices are followed and staff files contain the required information. Comprehensive inductions are carried out with new staff members during which they are made aware of the Active Offer and free Welsh language classes are available and encouraged. Care staff are required to register with Social Care Wales, the workforce regulator.

Care staff receive regular supervisions and responded with either *"Excellent"* or *"Good"* when asked if they feel valued and supported in their work. Care staff consider themselves

to be a supportive and very happy team. Comments include *“We are a great team and pull together and help each other out when necessary”*, *“Conscientious carers with a good management team”* and *“Helpful and efficient staff running a well-oiled machine”*.

Staff feel they have *“excellent”* or *“good”* opportunities to learn and develop. Care staff receive face to face training in a dedicated training room at the office. Training opportunities are also accessed through the Local Authority. Records show a wide variety of training sessions provided for care staff and test papers are completed following sessions to check their understanding and knowledge.

There is sufficient travel time and care time for care staff. Rotas, call logs and daily notes show visits are provided at the right time and their personal outcomes are being met. People and relatives confirmed care staff arrive on time as well as being early on occasions.

Governance arrangements are in place to support the smooth operation of the service. The RI and manager work closely together in the office on a daily basis. The statement of purpose sets out what the service provides. Policies are in place and reviewed by the manager. Quality of care review reports are completed identifying what works well and any areas for improvement. We saw compliments made about the service from people, family members and professionals and concerns/complaints are recorded with actions taken and outcomes. Staff told us the service is an *“Honest and caring agency”* and *“Our company works and strives to be the best”*.

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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