



Inspection Report on

Lougher Home Care Ltd

**Flat 3 Bell House
The Square
Caldicot
NP26 3HY**

Date Inspection Completed

6 September 2022

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About Lougher Home Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Lougher Home Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection of the service since it was re-registered under the Regulation and Inspection of Social Care Act 2016 (RISCA)
Does this service provide the Welsh Language active offer?	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 a consistent and reliable service from the provider, who pays attention to providing a personalised and flexible service to its customers. People's opinions are sought, and their feedback is valued. The provider sets high standards for itself, and frequently monitors its performance in order to maintain and improve upon the quality of the support available. There are consistent and sustainable levels of oversight of the service. Care workers receive support and investment, and people benefit from good levels of care worker continuity.

Well-being

People have as much control over their daily lives as possible. A personalised approach is taken by the service and people receive meaningful support as identified in their care documentation. People's preferences are acknowledged and understood, and what matters to individuals and how they wish their support to be provided is clearly documented. People and/or their representatives are fully consulted and involved in regular reviews of the support provided. Feedback is welcomed and valued and forms the basis for the ongoing development of the service. People are treated with dignity and respect by care workers they have developed good relationships with. Care staff are knowledgeable and kind. People told us *"care workers go above and beyond", "I feel protected" and "we feel really lucky to have such a good company."* The service acknowledges the importance of supporting and promoting people's feelings of well-being and strives to ensure people have access to as much choice and control over their daily lives as possible.

People are supported to be as healthy as possible. People have contact with other health and social care professionals as required. Care staff know individuals well and are able to promptly identify any changes in their usual presentation. Referrals to other professionals takes place where appropriate. Any changes identified result in personal plans and other care documentation being updated quickly. Care workers have access to the most up-to-date information about the people they support.

People are appropriately protected. There is an up-to-date adult protection policy available at the service. Care workers are trained in adult protection and are confident in their responsibility to identify and report any concerns. Relatives spoke positively about the support provided to their family member and commented favourably about the kind and caring approach taken by care workers.

Care and Support

People receive high quality support, which assists them to achieve their personal goals and outcomes. Personal plans include the individual's perspective, comprehensive levels of social history about people's lives, and records people's preferences and how they want their support to be provided. Plans and risk assessment documentation are comprehensive, detailed and enable care workers to provide support as required. There is commitment to promoting and encouraging independence and daily care documentation demonstrates how care staff strive to ensure this happens. Daily recordings are comprehensive and detailed and further indicate support is provided as identified in people's personal plans. Reviews demonstrate people and their representatives have a voice and are consulted about the support they receive. Feedback from people and changes identified result in care documentation being updated quickly and personal plans contain the most up-to-date information. Reviews are held at appropriate frequencies as recorded in the statement of purpose (SOP). However, some reviews need to more extensively document all areas discussed during a review. This relates in particular to discussions around challenges experienced by the service in continuing to be able to meet individual needs where they have significantly increased. The service has provided assurances where appropriate to ensure reviews will more fully reflect and record any challenges identified, alongside the agreed plan of action moving forward.

People are complimentary about the service and are confident the service is committed to providing good levels of care worker continuity. People we spoke with commented positively about the quality of care provided by care workers whom they knew well and who they had developed good relationships with. Care staff told us they are supported to get to know people well and because of this have confidence they can identify any changes in the usual presentation of individuals they support promptly. It was clear, during our conversations with care workers, they have developed detailed understanding about what matters to people and how they want their support provided. Care staff are complimentary about their employment and told us they feel "*well supported and proud*" to work at the service.

Leadership and Management

The service operates smoothly and effectively and, is committed to supporting people to achieve their personal outcomes. We considered the most recent quality of care review which had been completed by the responsible individual (RI) of the service. We found this was comprehensive and considered what was working well at the service as well as identifying any areas which required further development, and how this could be achieved. Feedback is welcomed from people using the service, their representatives, care workers and other involved parties such as local authority commissioners and social workers. Feedback appears to be valued, is listened to and forms the basis for the ongoing development of the service. The service has an up-to-date SOP which details the range and nature of the support available to people. The SOP is reflective of the service people receive.

People receive support from care workers who are safely recruited, trained and supervised. There is sufficient management oversight to ensure care worker personnel files contain comprehensive information which demonstrates safe recruitment practices are in place. Care worker files contain employment histories, proof of identity and employment references. Disclosure and barring service checks (DBS) are in place, prior to the commencement of employment and these are updated at the required frequency. Care workers have access to an induction programme, which is in keeping with guidance provided by Social Care Wales (SCW). There is commitment to ensuring all care workers undertake the qualifications required to enable them to register with SCW. Registration is required in order to formally recognise care staff as part of the social care workforce. Most care workers employed at the service are registered with SCW. Care workers receive regular supervision, which provides time with their line manager in order to support their ongoing development. The service shows strong commitment in regards to training and employs a training facilitator who ensures appropriate training is available. Documentation indicates care workers receive appropriate essential training and refresher training to support them in their caring role. Additional training is available on more complex medical conditions as required. Care workers spoke positively about the training they have received. Spot checks to ensure the quality of the support provided take place frequently.

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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Date Published 07/10/2022