



Inspection Report on

Coleridge Homes Ltd TA Home Instead

**Unit 1 Kingsway Business Centre
Kingsway
Swansea
SA5 4DL**

Date Inspection Completed

23/01/2024

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About Coleridge Homes Ltd TA Home Instead

Type of care provided	Domiciliary Support Service
Registered Provider	Coleridge Homes Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	05 April 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Coleridge Homes Ltd TA Home Instead is a large domiciliary support service with an administrative office in Swansea. The service provides care and support to people living in their own homes in West Glamorgan. Most people privately fund their care, although the service accepts care packages funded by the Local Authority and Local Health Board. People receive a consistently high standard of care from skilled, motivated staff. They have formed strong bonds with their care workers and have the utmost confidence in their knowledge and abilities. Managers promote and celebrate staff's personal and professional achievements.

The service is designed in a way that prioritises people's physical and mental well-being. Care workers support people for a minimum of one hour during each call, giving them quality time to complete essential tasks and offer much valued companionship. The service hosts and engages in various community events, providing opportunities for people to socialise and try new things. Managers regularly call or visit people to check that the service is making a positive difference to their lives. Personal plans and care recordings are completed to an excellent overall standard, providing a clear overview of who people are and how they spend their time. The Responsible Individual (RI) thoroughly assesses the service every month to drive improvement and ensure high standards are maintained.

Well-being

The service puts people first. People told us they are “*very happy*” with all aspects of the service. They cherish their relationships with care workers, who help them lead a healthy, independent lifestyle doing things they enjoy. People’s rewarding experiences are celebrated through newsletters and social media channels. The service is committed to helping people reconnect by hosting and taking part in various community events. People and their representatives praised the service during a recent independent survey:

- *‘The quality of care is exceptional – highly recommended.’*
- *‘I’m very happy with the service provided by Home Instead. It’s not an exaggeration to say that it has changed my life for the better.’*
- *‘It would be impossible to improve this service.’*

People can access care records easily via a secure online portal. Care workers make detailed recordings of people’s well-being and the care they provide during calls. This can provide reassurance to family members who are given permission to view records. The care recording system prompts care workers to complete set tasks during each call, including those related to medication. This ensures all essential tasks are completed. We saw that care workers handle medicines safely. People told us care workers treat their property respectfully and maintain high standards of cleanliness.

People shape the service they receive as managers continuously consult them about their needs and wishes. People are fully involved in developing and reviewing their personal plans, which provide a detailed overview of who they are and what really matters to them. The RI plays an active role in the day-to-day running of the service and regularly speaks with people and staff about their experiences. The service uses an independent company to conduct annual surveys that enable people to express their views. Managers ensure the service constantly improves by acting upon the feedback people give.

There are very well organised administration systems which help ensure people receive a safe, dependable service. People receive support at the right time as managers use an electronic call monitoring system to track the delivery of care calls in real time. This means any delays can be immediately addressed. 100% of people recently surveyed reported that staff arrive on time and 96% of people reported to feel safe. People are supported by care workers who have been robustly recruited and trained. We saw that care workers have the personal and professional skills to complete tasks safely and put people at ease. Managers regularly assess their performance and competence during spot checks of their practice. The service has clear policies and procedures to guide staff in their roles. The RI carries out detailed audits to ensure the service performs at its best.

Care and Support

People truly value the relationships they have developed with care workers. They receive excellent continuity of care from the same group of staff. The service works hard to introduce people to new care workers in advance of visits. We observed natural interactions as care workers supported people with warmth and kindness. People spoke fondly about their care workers. They said, *“We get on really, really well”* and *“You’re pleased to see them, you know? They do what they need to do and more if it’s required”*.

Care is provided at a relaxed pace as all calls are scheduled for an hour or more. People have control over their daily lives as they decide how to spend their time. They plan outings with care workers and discuss ways to keep active and independent. ‘Magic Moments’ are captured in photos that are shared, with consent, on social media. Social integration is encouraged as the service hosts various community events and takes part in fundraisers and other projects. We saw numerous photos of people enjoying pampering sessions, pet therapy and ‘Tech Cafes’.

People receive a consistent, reliable service. They told us care workers *“always”* attend when expected. An electronic call monitoring system demonstrates that calls are consistently delivered as planned. There is an alert feature which means office staff can follow up on any late calls, preventing them being missed or significantly delayed. Care workers told us their rotas are well organised overall and include enough time to travel between calls. People’s requests for changes to their call arrangements are accommodated as far as possible. A staff member said, *“The way they look after the clients is what Home Instead does well. Someone is always there for them”*.

The service develops detailed personal plans which provide a clear picture of who people are and what they want to achieve from their care and support. Personal plans account for any existing plans completed by health and social care professionals. They include details regarding people’s preferred routines and pastimes, which assists care workers in providing person-centred support. People are regularly consulted about the care they receive during initial courtesy calls and regular quality checks. Records show that people are very satisfied with the service. If needed, personal plans are updated following reviews.

Care workers have an excellent understanding of people’s social and medical backgrounds. One person said, *“They all do a good job and know what to do. I’m happy”*. Similar views were reflected in surveys completed by people and their family members: *‘Our carers are so helpful and, as their title suggests, extremely caring. Noticing things are wrong sometimes before I do!’*. People receive appropriate support with their nutrition and medication. Electronic records confirm that people consistently receive their prescribed medicines. Care workers maintain detailed records of the care and support they provide. The electronic record-keeping system includes a list of activities they must complete during calls, so nothing gets missed. Care workers wear appropriate personal protective

equipment (PPE) when providing care. People told us care workers handle their belongings respectfully and keep their home clean and tidy.

Leadership and Management

The RI supervises the management of the service closely, playing an active role in day-to-day operations. Monthly audits are undertaken to check managers are following policy and procedure correctly. The RI often speaks with staff and people using the service and completes six-monthly quality of care reviews. Managers routinely call or visit people to check they are satisfied with the service. Annual surveys are also carried out by an independent company to gauge how well the service is performing. These quality assurance checks identify and drive forward service improvements, so people continue to have the best possible experiences. A designated marketing team uses various strategies to help the service become recognised and trusted within the community. For example, the marketing manager has set up a free Dementia Café that people using the service, staff and members of the public can attend fortnightly to connect and enjoy a range of activities.

Staff are rigorously recruited and trained. Records confirm that the service carries out all the necessary pre-employment checks. Staff are vetted by the Disclosure and Barring Service (DBS) before being appointed and every three years thereafter. Managers support new staff throughout the recruitment process, inviting them to attend the office to complete applications. A designated trainer supports staff to register with Social Care Wales (SCW) and complete in-house and online training courses. These include safeguarding, infection control and medication. Staff described their induction programme and training as *“really good”*. They are encouraged to complete an in-depth dementia course, which one staff member told us they found *“very helpful”*. The trainer has also held dementia workshops in the community to support and advise members of the public following a dementia diagnosis. People told us they have absolute confidence in staff’s knowledge and abilities.

The service has an approachable, responsive team of managers who care about staff’s personal well-being. A staff member said, *“If we think something’s not right, we get the opportunity to discuss it and they do act on it. They’re very fair.”* New care workers receive courtesy calls within their first few days and weeks of work, followed by formal supervision or spot checks every three months. One staff member said, *“I’ve been really lucky; I was contacted every day at the start to see if I was okay”*. Staff regularly discuss their hours of work with managers, who try to accommodate their personal circumstances. Staff told us *“They look after us”* and *“So flexible, they’re brilliant”*. Staff meetings have been held in social settings, providing a relaxed atmosphere for staff to share their views and receive updates. Information is also shared with staff in monthly newsletters.

The service makes significant effort to ensure staff feel valued. Staff are awarded gifts and a certificate following monthly and annual ‘Care Professional Awards’. ‘Wednesday Work Heroes’ are also celebrated each week on the service’s social media platform. These are awarded in recognition of staff receiving complimentary reviews or exceeding expectations. Valentine’s gifts have been bought for staff to show how appreciated they are. Staff

described the service as an “*excellent*” place to work. We found similar views reflected in survey results, with 93% of staff feeling motivated to go the extra mile.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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