



## Inspection Report on

**Lynton Community Care**

**Lynton Community Care Ltd  
832 Newport Road Rumney  
Cardiff  
CF3 4LH**

## **Date Inspection Completed**

12/03/2024

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## About Lynton Community Care

Type of care provided	Domiciliary Support Service
Registered Provider	Lynton Community Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	16 January 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Lynton Community Care provides care and support to people in their own homes. People are happy with the professional service provided and receive a good standard of care. Care workers are safely recruited, appropriately trained, and suitably supported in their role.

People speak fondly of the care workers, saying they treat them with kindness and respect. Good continuity of care workers means people have built good relationships with the people who support them, meaning they enjoy positive interactions. People have accurate and up to date personal plans which detail their individual support needs. Care workers support people in the way they like and ensure people do not feel rushed.

The Statement of Purpose (SoP) is reflective of the service provided. There are detailed policies and procedures in place to guide staff. There is a caring and respected manager in post, who is approachable and motivated. The Responsible Individual (RI) carries out their regulatory visits and quality assurance processes effectively. This includes speaking with people about their experiences in monitoring the quality of care.

## Well-being

People and relatives are very positive about the quality of service, saying they are well cared for and treated with dignity and respect. Care worker continuity is very good and ensures that people's care is delivered in their preferred way. People have developed good relationships with the care staff who support them and consider them friends. All people and relatives spoken with confirmed the service provided is of a high quality and communication with and from the provider is good.

People have a voice and can participate in developing and evaluating their care. The provider ensures people are fully involved and participate in decisions regarding their care and support needs. People have up to date personal plans in place that reflect their needs. Regular reviews take place with people to ensure these plans continue to address their needs appropriately and are updated as required. People are visited by the RI routinely to obtain their feedback about the service and drive improvements.

People told us they feel respected and receive the support they need at a pace that suits them. Their needs, preferences and routines are understood and respected by care workers. Care workers complete mandatory training, suitable for their roles and are supported with regular supervisions annual appraisals, team meetings and an approachable and understanding management team.

People are protected from abuse and harm. Care workers know what to look out for and how to raise concerns if they suspect someone's wellbeing is at risk. There are good procedures in place for the safe recruitment of care workers. The provider has robust safeguarding policy and procedures in place. The RI understands the legal requirements of caring for vulnerable people and knows when safeguarding referrals should be made to the Local Authority. All care workers attend training in safeguarding suitable to their role. Complaints to the service are dealt with swiftly and monitored closely.

## Care and Support

People's individual circumstances are considered and supported. Local authority plans of care are considered by the service to understand the person and their needs. A member of the senior staff meets with the people before care starts so that further information can be collected. During assessments, people can provide information around their wishes and goals, so the personal plan reflects their needs. Managers regularly consult people about the service they receive. They strive to accommodate requests, so people receive support from their preferred care workers at their preferred time. People told us care staff arrive on time and stay the full duration of the allocated call time.

People receive a service which promotes their health and well-being. People's care and support needs are recognised and catered for. Personal plans are detailed, informative and regularly reviewed and updated. Care recordings demonstrate that people consistently receive their planned care and support. Good support is provided with daily living tasks to promote people's health, such as making a meal, ensuring people have fluids, and completing personal care. People have support with their medication if this is part of their plan. People have regular care workers who know them well so that any changes are quickly identified so that action can be taken.

People feel happy and safe. They have confidence in the knowledge and abilities of their care workers. People have a good rapport with their care workers and enjoy their visits. Contact information is available, and people tell us that they speak to someone in the office if they need to. Communication systems are good. Managers are approachable and responsive to feedback, which allows the service to constantly improve. People give examples where the service is flexible to their needs, and others explain how the service has listened and adapted to meet their needs. We saw that health professionals are involved in people's care when required and important information is recorded.

There are infection control measures in place. There is an up-to-date policy and procedures in place. During our office visit, we saw there were good supplies of Personal Protective Equipment (PPE) such as masks, gloves, and aprons. People receiving care and support told us staff use PPE when supporting them in their homes and dispose of these appropriately.

## Leadership and Management

People have access to information about the service to enable them to have a clear understanding of what the service can support them with. We saw a service user guide (SUG) and a statement of purpose (SOP), which are consistent with the service provided. The service provides care and support to a range of individuals, some with complex needs. People are satisfied with the care and support they receive.

People feel care workers are suited to their roles as they have the right attributes to do a good job. Robust pre-employment checks are carried out to ensure care workers are fit to work with vulnerable adults. Induction training is thorough and includes shadowing more experienced care workers. Care workers receive a range of core and specialist training to ensure they can carry out their work roles effectively and to a high standard.

People receive care from staff who are happy in their roles and feel well supported. Care workers gave consistently positive feedback about the support they get from management and the positive working culture of the service. Care workers we spoke with told us they are happy working at Lynton Community Care and have a good work/life balance. Care workers receive regular planned supervision and appraisals.

There is a caring and respected manager in post who is supported by an approachable and compassionate RI. Management ensures they inform staff of everything they need to know to provide good daily support and provide channels to feedback any issues or queries. Relatives and care workers comment on how approachable, accommodating, helpful and supportive management are. People influence change as the RI speaks with them during formal visits and acts upon the feedback they give.

Quality assurance monitoring takes place regularly. There are regular audits completed which includes the use of feedback questionnaires, regular management audits and regular staff meetings. There are policies and procedures in place which guide care workers of what is expected of them. Complaints are taken seriously and are dealt with appropriately by the RI. A Quality of Care review highlights areas the service does well and how they can improve. There is a consistent drive to improve service delivery.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
35	The provider has not ensured that all Disclosure and Barring certificates are renewed prior to the expiry date of the previous certificate.	Achieved
59	The service provider must ensure that records relating to individuals are complete, accurate and up to date.	Achieved



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