



Inspection Report on

Partnership of Care Ltd

**Partnership Of Care
Alexander House
Colliery Road
Caerphilly
CF83 3QQ**

Date Inspection Completed

05/10/2023

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About Partnership of Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Partnership of Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	8 th March 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

Partnership of Care Ltd provides support to people across the Gwent region. People are supported by enthusiastic and dedicated care workers who help them achieve their goals. Sector leading care planning documentation focus on what is meaningful to people. Care plans promote people's physical and emotional wellbeing. People are listened to by dedicated keyworkers and engage in a wide variety of meaningful activities. People and their families are involved in the development and ongoing review of care plans. Plans are adapted so that people with different communication and learning abilities can access and understand them.

The responsible individual (RI) has embedded effective governance arrangements to support excellent quality care delivery. The management team work well together to provide consistent support to people and care workers. Good quality assurance procedures aid continuous monitoring and improvement of the service. The RI and management have good oversight of staffing arrangements. Care workers are safely recruited and well trained, meaning people are supported by suitable staff who have the appropriate skill and knowledge-set.

Well-being

People are treated with dignity and respect by care workers who know them well. Care workers have built positive relationships with people and engage with them in a warm and meaningful way. We observed care workers interacting with people in a playful and light-hearted manner. Humour and positive distraction techniques are used appropriately to alleviate anxieties.

People have control over their day-to-day lives. Highly dedicated keyworkers seek weekly feedback from people so that their voices are heard, and their opinions are listened to. Care plans are co-produced with people and their families and focus on what is meaningful to them. These are reviewed and updated regularly with changing needs. Care plans are developed using a variety of communication approaches such as pictures and photographs so that people with different communication abilities can access and understand their information.

Wellbeing outcomes are agreed based on people's interests, and progress is continually monitored by keyworkers. This progress is recorded using a personalised visual reference so that people can see their achievements, i.e., by means of a colourful graph. Visual aids help people feel a sense of achievement and promote their confidence and wellbeing. The service goes above and beyond to ensure people are supported to achieve their wellbeing outcomes. People's goals are tracked against the National Wellbeing Outcomes using sector-leading documentation. Innovative wellbeing reports are completed monthly for each person, which highlight their key achievements and what has gone well that month. These are shared with people, their families, and professionals.

People do the things that make them happy. Activities are varied and are based on people's needs and interests. Positive risk taking is promoted. One person showed us their activity planner which included daily activities, day trips to local places of interest, and a holiday. People get the right care and support to stay healthy. Staff support people to be as active as possible. Regular medication reviews promote people's health. Professional advice is sought in a timely way when needed. Comprehensive care plans and risk assessments outline people's needs so that care workers can support them to achieve happiness and good health.

People are safe from harm and abuse. A comprehensive safeguarding policy helps to keep people safe. Nearly all staff have completed safeguarding training, and all staff we spoke to knew how to raise a safeguarding concern. Incidents of a safeguarding nature are handled appropriately.

Care and Support

People's emotional and physical wellbeing is promoted through outstanding care planning documentation. Care plans are co-produced with people and their families and focus on what is important to them. People's needs are identified prior to them receiving support and are continuously monitored and reviewed as needs change. Care planning documentation is regularly reviewed and meticulously updated when needed. People's care plans are written in a way so they can understand them; this sometimes entails the use of simplified language or pictures.

People receive care in a way that is meaningful to them, from care workers who have a thorough understanding of their individual needs. Care plans are person-centred and focus on what makes people happy. Care workers are provided with highly detailed information about people's social histories, likes and dislikes, specialist needs, and ambitions. Risk assessments help to keep people safe whilst promoting positive risk taking. People with different communication abilities have comprehensive plans to ensure they are listened to and can be understood. Positive behaviour support plans are in place for people who need support regulating their emotions and behaviours. High standard care plans enable care workers to provide excellent quality care to help people achieve personal outcomes.

Highly motivated keyworkers engage with people regularly to gather their views. Feedback is acted on to improve wellbeing and health. People offered positive feedback about their care workers. One person told us they *"really like"* their care workers and that they are *"kind"* to them. People's relatives also offered great feedback. One relative described care worker's as *"marvellous"* and told us they *"have nothing but praise for [staff]"*. Relatives complimented care workers efforts to provide daily updates about their loved ones. Monthly wellbeing reports are sent to family members to keep them updated on their loved one's progress.

People are supported to engage in a wide variety of activities. One person told us they were looking forward to an upcoming holiday, and showed us photographs of them volunteering at a venue they have a special interest in. The provider goes above and beyond to organise seasonal parties which all people and care workers are invited to.

Medication procedures have improved since our last inspection. Comprehensive medication files have been put in place for all people. Medication is stored and managed safely. People are administered their medication by appropriately trained care workers. People's medication is reviewed regularly, and medical advice is sought promptly when needed to ensure physical wellbeing.

Leadership and Management

People are provided with accurate information about the service. The statement of purpose (SOP) offers a comprehensive overview of what people should expect from the service provided. Key policies underpin safe and consistent procedures. Effective governance arrangements support the smooth and effective running of the service. The responsible individual (RI) has a regular presence at all people's homes and knows them well. The provider has recently employed a quality assurance lead who has had a notable positive impact on processes. Specific data, i.e., accidents, incidents, and safeguarding referrals, are collated on separate matrixes for ease of reference. The RI analyses these for noticeable trends or patterns.

Partnership of Care Ltd employs five managers to oversee its projects. All managers have a clear commitment to providing good quality care for people. Managers work well together and have good oversight of the day-to-day running of the service. Care workers told us that management is approachable and supportive. One care worker told us *"I'm supported. We're like a family here. We look after each other. There's always someone to speak to. My manager is lovely. [The RI] is lovely. If you need to speak to them, they will see you tomorrow. [They are] so supportive and so hardworking."*

A comprehensive supervision matrix helps ensure care workers are supervised in a timely manner. Supervisions are pastoral and supportive in nature. We found several examples of care workers being offered reasonable adjustments at work to support them with personal issues. Care workers are offered the opportunity to offer their feedback at regular staff meetings. The RI goes to great lengths to show their appreciation to care workers. Seasonal gifts are purchased for care workers as a show of thanks. Team-building events are held to boost team morale.

People are supported by suitably trained care workers, who have the knowledge, competency, and skills to fulfil their roles. The provider has made training a key priority since our last inspection and significant improvement has been made in this area. Care workers offered very good feedback about the quality of training courses. Care workers are mostly recruited safely, and all care workers have appropriate Disclosure and Barring Service checks in place. Almost all care workers are registered with Social Care Wales.

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
6	The service provider must ensure clear arrangements for the oversight and governance of the service.	Achieved

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Date Published 14/11/2023