



Inspection Report on

All Care (South Wales) Ltd

**All Care (s Wales) Ltd
228 Holton Road
Barry
CF63 4HS**

Date Inspection Completed

08/02/2024

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About All Care (South Wales) Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	All Care (South Wales) Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	23/2/22
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

The service goes 'above and beyond' to meet people's individual, and at times, extremely complex needs. An emphasis is placed on enhancing people's lives through the promotion of independence, social involvement and supporting people to be a part of their local community. The provider ensures the continuity of care for people is prioritised when staffing issues arise, such as delays in recruitment. The provider has invested in an electronic system to improve how the service records matters and enable oversight. This is still ongoing and continues to be reviewed. We received excellent feedback from people and their relatives regarding the service, care staff, managers and the Responsible Individual (RI). The RI and managers are visible in the community and know people extremely well.

Well-being

People have control over their day to day lives. People and their relatives are involved in their care via reviews and discussions. People are kept up to date on any changes regarding their care and support. People's individual circumstances are considered, we saw the service considers positive risk taking where it promotes people's well-being.

People are supported to maintain their health. We saw that professionals are involved in people's care when required and important information is recorded. Care staff told us there is excellent oversight from professionals. We found people enjoy a range of activities that support their emotional and mental health. An emphasis is placed on enhancing people's lives by supporting them to do the things they want and avoid social isolation. Consistent care staff approach people with dignity and respect and know them well. We received excellent feedback from people and their relatives regarding the staff and managers' professionalism.

People are safe. A service user guide provides important information about the service and how to raise issues. Care staff and people know how to raise concerns. Many care staff have worked at the service for a long time and know people well. Care staff receive appropriate training and checks to ensure they are safe to work with vulnerable people. Care staff are confident and aware of their roles and responsibilities. The service knows how to report concerns to the Local Authority. The service has invested in systems to improve oversight of the service.

We found the service have implemented measures to enhance people's lives, through activities which promote social well-being and independence. People have engaged in a local event held by the service which has improved people's independence, social well-being and developed their connection with others and their community.

Care and Support

The service provides care and support to a range of individuals, some with complex needs. Care staff appear confident and competent in their roles and know people extremely well. We saw a range of professionals are involved in people's care. Care staff have access to important contact details for professionals. Professionals told us they trust in the service to deliver complex packages of care. Detailed risk plans are in place and individual circumstances are considered. The service carefully considers positive risk taking in order to meet personal wishes and outcomes. Some people are supported with their medication, we found the majority of these records are completed appropriately.

People and their relatives told us care staff are consistent, professional relationships have been formed from this. Relatives told us they trust the care staff. A service user guide includes information about what the service offers and important contact details. People and their relatives know who to contact if there is an issue. People told us the service are quick to get issues resolved and that communication is very good. People told us they are always kept up to date on issues or changes to their care. We saw care staff speak to people with respect and dignity. One person said, "*They're ever so good.*" People and relatives said staff are "*amazing,*" "*honest*" and "*open.*"

An emphasis is placed on enhancing people's lives and focusing on people's outcomes. We found several people have achieved personal outcomes whilst using the service. A 'forget me not' café has been set up to allow people to come together on a weekly basis. This service has been essential in reducing loneliness, developing friendships, and getting people out into their local community. Organised trips are facilitated by the service alongside other care providers. Most recently a trip to an Aviation Museum. One relative said, "*They go above and beyond.*"

Leadership and Management

The RI and managers are very visible in the community. They regularly have direct oversight of people's care, staff skill and the overall quality of the service. The service prioritises the continuity of people's care during times when difficulties with the recruitment and retention of care staff could pose an impact. This has sometimes impacted the quality of records and some oversight systems. However, the new electronic platform will enable the service to better evidence what they do and improve oversight. Once the system is fully implemented people and their relatives will have access to this.

One relative told us the RI is "*exceptional*" and they would recommend the service. The RI regularly speaks to, and gains feedback from people, but the recording and evidencing of this information could be improved. A Quality of Care review highlights areas the service does well and how they can improve. An analysis of this information would help identify patterns and trends and feed into systems to enhance the service.

Care staff praised the new system for its training platform. This enables staff to have some autonomy over their training and access what training they need and when they need it. Care staff told us they receive specialist training for complex tasks and they feel competent in their roles. The RI is considering systems to ensure staff receive refresher training, specific to the individuals they support. We saw supervisions and training has improved since the previous inspection. Care staff and managers told us they have regular competency checks but these are not always recorded. The service took swift action to address this. People and their relatives praised the service for their level of professionalism, expertise, skill, and commitment.

Staff recruitment checks are good and care staff have a Disclosure and Barring Service (DBS) check completed. Care staff know how to raise concerns. The service raises concerns with the Local authority when required, information training is being provided to ensure managers inform the regulator, Care Inspectorate Wales (CIW) of important matters in a timely manner. The service has appointed a well-being champion who regularly checks in on staff, ensuring they are happy and have a good work-life balance. Reflective meetings enable staff to come together and discuss any areas of concern and how they can improve. One staff member said "*I love my job*" and another said "*It's really like a family.*"

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
35	There was minimum evidence to show that care staff are fit, skilled and competent within their role Care staff did not have current DBS in place Supervisions and spot checks have not been regularly completed Training is not regular and competencies are not completed with care staff	Achieved
16	Reviews are not being completed three monthly	Achieved

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