



Inspection Report on

Haven Home Care (UK) Limited

**13a Victoria Gardens
Neath
SA11 3AY**

Date Inspection Completed

17/03/2023

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About Haven Home Care (UK) Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Haven Home Care (UK) Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	10 May 2022
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

Haven Homecare (UK) Limited is a domiciliary support service for adults over the age of 18 who live within the boroughs of Neath and Port Talbot.

Overall people are satisfied with the service they receive and are complimentary about the care staff delivering their care support. People have personal plans in place that are easy for care workers to follow. Improvements have been made to ensure personal plans are reviewed frequently to meet the current needs of people. Call times has been identified as an issue within the service. The RI is taking steps to ensure call times are more appropriate for people's needs.

People are supported by dedicated care workers who are recruited safely with robust background checks and feel valued. Improvements are needed to ensure supervision and appraisals are carried out as required by the regulations. Improvements have taken place to ensure care workers are sufficiently trained to carry out their roles. A training programme is planned for the next six months to ensure all staff are up to date. There is currently a trainee manager in post who is supported by the responsible individual (RI). On occasions of low staff numbers due to sickness, both the trainee manager and the RI occasionally undertake care calls to maintain continuity for people. The RI obtains feedback from people and staff about the service to drive improvements.

Well-being

People have a voice and are encouraged to participate in assessments and reviews. Personal plans are written from the individual's perspective and contain a good overview of the individual and what is important to them. We saw detailed information for the care workers of their support needs for each visit they undertake. All the files seen have been reviewed within the month prior to the inspection. We saw updated information in the personal plans to reflect any changes which have occurred. The RI gathers feedback from people on a regular basis to drive improvements through conversations, visits, and completion of paper and online surveys.

People are protected from the risk of harm and abuse. Care workers have been scheduled to undertake safeguarding training, and those spoken with have a good understanding of their responsibilities and how to report any concerns they have about people they support. We saw the safeguarding policy, and this reflects the current Wales Safeguarding procedures. Care workers are recruited appropriately with up-to-date Disclosure and Baring Service (DBS) checks and background checks in place prior to commencing employment.

People are treated with dignity and respect by care workers who feel supported and valued in their roles. Care workers told us they are happy in their roles and feel supported and adequately trained; however, improvements are required to ensure they receive formal quarterly supervision and annual appraisals.

The trainee manager and RI are visible in the service daily. We saw that the RI routinely obtains feedback from people about the service to drive improvements. We saw the RI quarterly report at the time of the inspection and found the information to be very in depth however there was no Quality-of-care review available. Following the inspection, the RI sent us the last quality-of-care review for September 2022 and the next review will be completed imminently. The RI assured us that going forward this will be completed bi-annually as required by the regulations.

Care and Support

People are provided with the quality of care and support they need through a service designed in consultation with them. We looked at three care files and found personal plans written from the persons perspective. These plans give a good picture of the individual and what their care needs are. Care workers spoken with told us that the care plans are easy to follow and give them all the information they required to do their work effectively. All care files seen include consent forms signed by the person to confirm they are happy with the content within their plan and consent to share their information for care provision purposes. We saw that the service has commenced a programme to review the personal plans regularly. The RI assured us that these reviews will continue at quarterly intervals as required going forward, or more frequently should people's need change. Feedback from people overall in relation to the service was positive; however, consistency in call times was highlighted as an area in need of improvement. This is already being addressed by the provider and we are assured that action is being taken and therefore have not raised an area for improvement at this time.

The provider has mechanisms in place to safeguard people receiving the service, some carers have now completed their safeguarding training and we saw that the remainder are booked onto courses over the next few months to bring all staff up to date. Despite this, care workers spoken with are aware of the action they should take if they are concerned about people they support and who to report to. People told us that they have regular carers most of the time and have a good rapport with them. This enables familiar care workers to recognise any signs of upset or distress.

The service has good systems in place for the management of medication. We saw that care workers undertake medication training and competency tests are completed prior to assisting people with medication. Medication administration records (MAR) seen are completed correctly and audited on return to the office routinely. Any issues noted are followed up appropriately. Care staff have built up relationships with the people they support and can recognise any signs of ill health and act appropriately. Relatives we spoke with were complimentary of the care staff, comments included: *"Most of the girls are lovely, there are some that are quite exceptional"* and *"They are very good on the whole"*.

Environment

The quality of the environment is not a theme that is applicable to domiciliary support services. However, we visited the service office and found this has good facilities for staff with some parking facilities on site. Offices are clean and well equipped. Confidential paper records are stored in lockable filing cabinets. Electronic devices are password protected to access information. We saw that environmental risk assessments take place in people's own homes prior to care staff providing a service there to ensure a safe working environment for care workers.

The service manages risk of infection. Care workers spoken with told us that supplies of personal protective equipment (PPE) is good, Care workers handwashing and PPE use was picked up on the last monitoring form as needing improvement and this has been relayed to staff. We saw the service's infection control policy in place which reflects the up-to-date guidance from the legislation.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. The service operates in line with its Statement of Purpose (SOP). We saw a selection of policies and procedures which have been reviewed to reflect any changes in legislation. There is an electronic call monitoring system in place enabling the office team to monitor where the staff are and if call times are being delivered on schedule. The RI is visible in the office routinely alongside the trainee manager who covers work in the community as required. Care workers spoken with told us *“As a care company they genuinely do care about people and their families”* and *“I would recommend working here to others as they are a good company”*.

There are arrangements in place to oversee the service. The RI visits people and speaks with them over the phone to obtain feedback about the service to drive improvements. We saw the evidence of these visits as they were included in the RI report. Recent feedback included the issue discussed previously in relation to people’s scheduled call times. We saw a copy of a letter sent to everyone receiving the service requesting a response to determine their preferred times. We were told that this will be used to re-look at the rota’s to hopefully adjust call times to be nearer to people’s preferred times. Following the inspection the RI sent us the last bi-annual quality of care review from September 2022 and the next one is due to be completed imminently. The RI assured us that this was taking place.

There are good procedures in place to ensure care workers are suitably vetted to carry out their roles. We looked at three personnel files and required documentation for safe recruitment and background checks including references and up to date Disclosure and Barring Service (DBS) checks are in place. We saw that many of the care team are registered with Social Care Wales (SCW) the workforce regulator with others working towards this or newer in post with a view to register soon.

People are supported by a care team where training is being prioritised. There is a training programme in place to ensure all care staff are trained sufficiently on all mandatory courses and additional modules within the next six months. Staff spoken to confirm many training events have already taken place. Improvements are required to support care staff. Care staff confirmed that they could access support easily if they need it however, we noted that staff are not receiving quarterly supervision and annual appraisals as required. Whilst this has no impact on the well-being of people receiving the service, supervision and appraisals are a regulatory requirement. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

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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36	We looked at three staff files and supervision is not taking place quarterly or annual appraisals.	New
16	Care plans seen were up to date and reflected current needs of people, however evidence of quarterly reviews was not available in care files.	Achieved
36	There were large gaps in updated training for care workers which was largely due to the restrictions on face to face training during the pandemic. The provider was already aware of this at the time of the inspection and training sessions have already been booked to update staff training as soon as is possible. Also care workers are not all registered with Social Care Wales. The provider was already aware of the October 2022 deadline for this and is working with the compliance manager and care workers to resolve this asap.	Achieved
73	There was minimal evidence of the RI visiting people in their capacity as RI with the purpose of obtaining feedback and views from people about the service to drive improvements, Despite this the RI did see people regularly as often assists with care calls. A schedule has been set up ready for formal visits to commence for this purpose.	Achieved
80	We saw that questionnaires have been sent and received back from people and staff working at the service and the RI was honest when telling us that he was aware of the requirement to write a Quality of Care Review and had the template ready for this to be commenced. However, At the time of the inspection, this had not been completed.	Achieved

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