



Inspection Report on

Haven Home Care (UK) Limited

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

Date Inspection Completed

25 May 2022

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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	3 March 2020
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Haven homecare is a domiciliary support service for older adults and younger people over the age of 18 who need assistance with personal care. The office is based in Neath and the provision of service is within the Neath and Port Talbot area. Overall, people are happy with the care they receive from Haven homecare, and they have a good rapport with care staff. People have personal plans which accurately reflect their needs. The service is trying to catch up with training of care staff due to delays caused by the Covid-19 pandemic. The Responsible individual (RI) is visible in the service daily. Some improvements are needed to ensure the service meets all of its regulatory requirements, including regulatory quality of care reports and frequency of review of care plans, however this has minimum impact on the well-being of people receiving the service at present.

Well-being

People have a voice and are involved in the content of their personal plans. Personal plans are written from the persons perspective and are up to date with their current needs. Improvements are required to evidence that quarterly reviews take place. Overall, people are happy with the service received and are complimentary about the care workers who they have become familiar with.

People are protected from harm and neglect. The service has policies and procedures in place that are reviewed routinely, this includes the safeguarding policy. Care workers spoken to are aware of their responsibilities and the procedures to follow if they have any concerns. There are good infection control procedures in place and care workers have sufficient supplies of PPE. Risk assessments are carried out to ensure the service can be delivered safely to meet the needs of people.

The RI is present in the service daily and is visible to people using the service regularly. Staffing continuity has fluctuated over the previous year due to the covid pandemic and the RI has had a hands-on approach and covered calls at times of low staffing. More formal RI specific visits are planned to take place. The RI is aware of his role and responsibilities to complete routine visits with people and provide reports on this to meet the regulations and these are being prioritised. Improvements are needed to ensure compliance with these requirements. Written information about the service, policies and procedures are available and have been reviewed.

People are treated with dignity and respect by care workers who are recruited appropriately and feel confident to deliver the service effectively. Appropriate pre-employment checks and supporting documentation are in place. Improvements have been made to support care workers in their roles with the commencement of routine supervisions implemented and annual appraisals are planned. Training at present is not up to date however this is being addressed and care workers are being supported to register with Social Care Wales.

The service provider is working towards an Active Offer of the Welsh language. This means being able to provide a service and documentation in Welsh without people having to ask for it. There is currently no demand to deliver a service to people in Welsh. However, if the demand should arise in the future, translation of key documents would be considered along with recruitment of Welsh speaking care workers.

Care and Support

Overall, people are happy with the service received by the provider but improvements to call time consistency is needed. Feedback received from people, includes: *“I love my carers, they do a really good job, it would be helpful if I could just have some consistency around my call times, If I had that it would be perfect”* and *“I don’t know what we would do without them, but call times are sometimes all over the place.”* Care workers also told us that rotas do change quite often within their working times but this was due to staff absences on the day. Despite this all feedback in relation to the standard of care received was good and care workers have built up good relationships with people.

People are provided with the quality of care and support they need through a service designed in consultation with them. We looked at four care files and saw personal plans have been updated within the last three months and reflect people’s current care needs. Personal plans are partly written from the persons perspective and the provider is looking into developing this further. Although care plans were up to date, we were not able to see evidence of quarterly reviews of these plans on file. This is a regulatory requirement and will be followed up on the next inspection. We saw people’s signatures were obtained to ensure their agreement to the contents of the personal plan. People spoken with confirmed the service they receive meets their requirements; *“They are good girls, and they do everything I need them to do”* and *“I couldn’t manage without them, and they really are lovely.”*

People are supported to maintain their health and well-being. The service has systems in place for the management of medication. Care workers complete medication training and competency tests before they can assist people with medication. We saw Medication Administration Records (MAR) charts in place for people who require support with medication, and these are audited routinely by the compliance officer as well as daily recordings logged by care staff. Any issues with recordings are discussed and noted with care staff and any medication errors are reported appropriately. Care workers have built up good relationships with the people they support and are able to recognise any deterioration in their health to seek medical support promptly.

The service has mechanisms in place to safeguard vulnerable individuals to whom they provide care and support. Care workers spoken with are aware of their responsibilities and the procedures to follow if they have any concerns about people they support. Updated training is being prioritised to maintain this knowledge. There is a safeguarding policy in place which has now been updated to reflect the All Wales safeguarding procedures. Overall feedback from people is positive about the care workers who support them, and they feel safe and supported by them.

Environment

The environment is not a theme which is applicable to a domiciliary support service. However, the office premises are accessible and are clean, with no confidential information on display. At the time of the visit there was clutter in the offices, however recent moving of furniture and desks had taken place and this was still be organised. Electronic information is stored in password encrypted devices and hard copies of paperwork are stored appropriately in locked cabinets. Environmental and personal risk assessments take place with people prior to the commencement of the service, this ensures a safe working environment for care staff.

The service promotes hygienic practices and manages risk of infection. The service has a good stock of personal protective equipment (PPE) available for the care team. Care workers confirm they are always well stocked with their PPE requirements. People spoken with confirmed care staff are always wearing the appropriate PPE when carrying out their care needs. We saw the infection control policy which is kept up to date to meet updated guidance.

Leadership and Management

The RI has an active role in the day-to-day running of the service and has a good knowledge of how the service is performing. The RI has recognised there are regulatory aspects of the service they need support with and as a consequence has recently employed a compliance officer. The compliance officer is currently going through the regulations to ensure the service is compliant and issues raised at this inspection have already been identified and recorded in an action plan. The provider is aware of the requirement to produce quarterly reports and biannual quality of care reports. However, these have not been completed at present but are being prioritised. This is an action for improvement and will be followed up at the next inspection. The RI visits people regularly but in recent months this has not been in the role as RI, but to deliver direct care due to staff shortages. There have been difficulties in recent months due to staff sickness and shortages, but this is starting to improve. Despite this, people were complimentary of the RI and said that they were easy to speak to.

There are robust procedures in place to ensure care workers are suitably vetted and recruited to meet the needs of people they support. We looked at three personnel files and saw that although all required documentation was not always in the file itself, an electronic copy of the required documents is in place. This includes identification documents, background checks and up to date Disclosure and Barring service (DBS) checks. The provider has a HR software package to ensure all relevant checks are carried out prior to any employee starting work. The provider is aware of the requirement for all documentation to be available in personnel files and since the site visit this audit has now taken place. There is a legal requirement for all domiciliary care workers to be registered with Social Care Wales. Due to the high turnover of staff due to the pandemic, the service has low figures of registered care workers at present. However, this has already been identified and the compliance manager is working with staff to register as soon as possible. This will be followed up on the next inspection.

Care workers feel content in their work and feel supported, however improvements are needed to ensure training requirements of care staff are kept up to date. We looked at the training matrix and saw there are significant gaps in updated training received by care staff. The provider explained they are currently working with the local authority to register care workers onto the online learning hub where they can access numerous online courses. Due to the Covid-19 pandemic most training courses previously accessed by the service were cancelled. Following the inspection visit, we received confirmation of courses that have since been completed by care staff and this is an ongoing programme to achieve compliance as soon as possible. Care workers spoken to told us that they get *“Massive amounts of support from the office”* and *“I feel very supported, they (management team) are lovely and approachable.”* We saw that there is a timetable in place for routine staff supervision and appraisals are also scheduled.

The service is delivered in accordance with the statement of purpose. We saw policies and procedures have been reviewed and the correct correspondence address for the Care Inspectorate Wales (CIW) has been updated. The provider is aware of the improvements needed to ensure the care continues to be delivered in accordance with the statement of purpose and the recruiting of a compliance manager and production of a compliance plan which is already in progress, demonstrates the priority of the RI to meet compliance as soon as possible.

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
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.	New

36	<p>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.</p>	New
73	<p>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.</p>	New
80	<p>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.</p>	New

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