



# Inspection Report on

**Hallows Care (Vale of Glamorgan)**

**The Business Centre  
Cardiff House  
Priority Business Park  
Barry  
CF63 2AW**

**Date Inspection Completed**

**11 July 2022**

**Welsh Government © Crown copyright 2022.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Hallows Care (Vale of Glamorgan)

Type of care provided	Domiciliary Support Service
Registered Provider	Hallows Care Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	27 July 2021
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

### Summary

The service has clear electronic documentation and recording systems that demonstrate care tasks are carried out in accordance with the agreed care plan, but improvement is required around the recording of times people get their visits from care workers, and the monitoring of this by managers. Senior care workers help people to contact health professionals when needed. Most people are pleased with the service they receive and tell us, “*There’s nothing they could do better,*” or “*I’m most satisfied with the service.*” People using the service like their care workers and appreciate the experience of the more established members of staff.

Good employment records are in place, including checks on care workers to ensure they are fit to work with vulnerable people. Staffing levels are problematic at times which is reflective of the situation across the social care sector; the provider is constantly recruiting and is considering how to improve retention of care workers. An induction programme is in place and spot checks are carried out to test competencies, but newer members of staff need closer monitoring. Care workers are supervised at regular intervals to test good practice, but opportunities to support staff during these meetings could be improved.

The service provider is planning on moving the service office from Barry to Cowbridge, but will continue to provide services throughout the Vale of Glamorgan. There is a responsible individual (RI) to oversee the quality of care and a manager who has responsibility for the smooth running of the service. Communication systems are in place and people report they are able to get in touch with the office or manager by leaving a message which will be responded to straight away if the matter is urgent.

## Well-being

Information is available to people about the service however the service is not always able to consider individual circumstances of people before commencing the package of care. Information about the service is clear and includes details such as the service's complaints procedure. Due to current commissioning methods through social services, the service is not able to fully assess the needs of people before agreeing to provide a package of care, and people hoping to use the service may not have access to all of the information they need to help make a decision about their care. The RI consults a selection of people about the quality of the service every three months.

People receive the right care, however this is not always at the right time.. Call times are not always as agreed in the care plans and can impact on people as provision of meals is affected. Senior care workers help people to contact health services; they also review the care package with social workers if the individual needs support to do this. People have regular care plan reviews with a Senior care worker in the community to ensure they are happy with their care. Documentation show that tasks are completed to show that care has been delivered in line with care plans.

Measures are mostly in place to protect people. Risk assessments are in place within care plans. 'Medication Prompting' is provided safely, in line with the service's policy. Care workers are recruited safely with checks made to ensure they are suitable to work with vulnerable adults. Staff receive training around 'safeguarding' so they know how to identify and report any signs of abuse. Improvements in monitoring the abilities of newer members of staff to competently provide care is required.

People do not always get to form good working relationships with care workers due to staff turnover, but people appreciate the experienced, longer-serving members of staff who are described as 'wonderful'.

## Care and Support

The service is not able to consider the views of people before they are provided with a service as care is agreed between people and their social worker as part of the local authority's processes for commissioning the care package. This can result in disappointment for people when the service cannot deliver what a social worker has agreed with them, for example, expected call times and flexibility around these. Care plans are developed that inform care workers how best to care for and support the individual; these are mostly detailed and relevant to a person's needs. We saw older style care plans are in the process of being updated to bring them in line with the more detailed versions. 'Medication Prompting' and 'Moving and Handling' instructions are very clear within the plans and people we spoke with told us that these are followed. Care workers keep daily records on an electronic system, and these show that people are mostly receiving the care agreed within the plan.

The provider has an electronic planning and monitoring system to help arrange call times. This is not as effective as it could be as care workers are able to move some call times, giving false information when analysis takes place. Opportunities to identify issues around gaps in call times, or late calls, are missed, and we found this impacted on people who needed regular calls to support mealtimes. This is an 'Area for Improvement' and we expect the service provider to take action.

Senior care workers in the community support people to review their care plans on a regular basis and follow up any changes of need with the social workers. They also support people to access health professionals such as doctors and occupational therapists. The Senior care workers told us they are able to communicate easily with the office and managers to gain advice and support, with more urgent requests prioritised. Most people told us that they could communicate with the office if they needed to and knew that if they left a message, the manager or member of the office staff would return their call.

The service provider has measures in place to help keep people safe. Spot checks are carried out in the community to ensure care workers follow procedures around use of protective equipment such as gloves, aprons and masks. People are also protected as staff have training around safeguarding of vulnerable adults and have access to current information that supports reporting any issues. People would feel less anxious if they knew exactly which care worker is going to be providing support at any one time, but they are told that it will be one of their usual team of care workers; the service has put this in place to protect people from disappointment if a particular care worker cannot attend.

## Leadership and Management

The responsible individual, (RI) has improved systems of reporting since the previous inspection, ensuring people are consulted about the service they receive. Policies and procedures are in place and information is made available to people before they use the service where possible. The RI considers the financial viability of the service and is reviewing the lease of the current premises, with proposals to move the service office to a different nearby town. There is a manager in post who has responsibility for the day to day running of the service. They delegate some managerial tasks to supervisors and senior care workers in the community, who tell us they are supported in their role. Care workers like that they have autonomy to arrange some care call times, but this has not been effectively monitored by the management. The RI said they would address this.

The provider is currently having issues with recruitment and retention of care staff. This is apparent across the social care sector at present; Hallows Care is no exception to this and has a larger turnover of staff than we would expect. People tell us that they appreciate the experienced, long-standing members of staff but feel they would like a more consistent staff team caring for them, but understand the current situation. Staff tell us that there isn't sufficient staff to cover sickness and absence.

People told us that they receive the care they require but several commented about the inexperience of some newer care workers and their competencies, especially around skin care. There is an induction programme and care workers receive additional online training and spot checks in the community to ensure they are carrying out tasks correctly, but developmental needs are being missed. Senior carers carry out regular spot checks of care workers in the community that the provider refers to as 'supervision meetings.' Fuller, more supportive supervision meetings are only conducted if a care worker wishes to discuss employment issues. One senior staff member told us they had not had appropriate supervision with a line manager. Not all supervision meetings take place in a setting that promotes good support. Staff support and development is an 'Area for Improvement' and we expect the service provider to take action.

Recruitment and employment processes are robust. We looked at four personnel files and saw that they contain appropriate background checks and appropriate documentation to work with vulnerable people. Care workers are offered opportunities to review their contractual hours on a regular basis. Staff are supported by a dedicated 'Human Resources' officer regarding any employment related concerns, and processes are followed appropriately.

### 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
------------	---------	--------

21	The provider is not ensuring, through effective monitoring, that people receive care and support in a timely manner in accordance with their care plan, impacting on meal times and provision of nutrition and hydration.	New
34	The provider is not ensuring that developmental needs of some newer staff are identified, and, regular, effective, full supervision meetings for all care workers take place in a venue conducive to provide good support.	New



**Date Published** 02/09/2022