



## Inspection Report on

**PKL Care Ltd**

**Office 11, The Avana Business Park  
Wern Trading Estate  
Newport  
NP10 9FQ**

## **Date Inspection Completed**

06 October 2021

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## About PKL Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Home Instead Senior Care Newport
Registered places	N/A – Domiciliary Support Service
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection under The Regulation
Does this service provide the Welsh Language active offer?	The service provides an 'active offer' of the Welsh language. This means it anticipates and shows commitment to meeting the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

PKL Care Ltd is a domiciliary support service operating in the Gwent region. Its statement of purpose indicates it offers a service to people with dementia, Alzheimer's disease, chronic health conditions, physical disability, sensory impairment, learning disability, mental health needs and people requiring end of life care. The Responsible Individual (RI) is Karen Clatworthy and a suitably qualified and registered manager oversees day-to-day operations.

The inspection found people receive a good standard of care and support. They are involved in planning and reviewing their care and they achieve their personal outcomes. Feedback from people is consistently positive. Care documentation is comprehensive, but personal plans need reviewing at least three monthly. The service values the well-being, support and development of care workers. Internal systems, a clear management structure and relevant policies aid the smooth delivery of the service. There is oversight of incidents, accidents and complaints. Relevant incidents need notifying to Care Inspectorate Wales (CIW) promptly. There are measures to safeguard people and minimise cross-infection and medication risks. The service is committed to learning and improving, although regular RI engagement with individuals and care workers needs demonstrating and six monthly quality of care reports require strengthening.

## Well-being

People's individual wishes, preferences and desired outcomes are considered when planning and reviewing their care and support. People are happy with the care and support they receive, which enables them to achieve their personal outcomes. People are treated with respect and their choices are promoted. Feedback about the care workers is consistently positive, which promotes people's emotional well-being. There is clear written guidance for care workers to follow. Personal plans and reviews focus on people's personal outcomes; but reviews should be completed at least every three months on a consistent basis.

People benefit from a service which promotes the well-being and development of care workers. This means people's well-being is promoted by a suitably skilled and supported team. Care workers share positive feedback about working at the service and management oversee their supervision, appraisal and training needs. There are internal audits and quality checks for overseeing the accuracy and completeness of records and the competency of care workers in carrying out their duties.

There are appropriate systems and processes for recording incidents, accidents and complaints. The service takes action in response to matters and liaises appropriately with relevant professionals. The service provider must notify Care Inspectorate Wales (CIW) promptly of all relevant incidents. There is an appropriate recruitment system. Measures are in place for safeguarding people from the risk of potential harm and abuse, as well as reducing cross-infection control and medication risks. A clear management structure, auditing systems and appropriate range of policies help to promote the smooth running of the service, in line with its statement of purpose. There is written information for people, which includes how to raise complaint. The above helps to promote people's safety and welfare.

There are arrangements for reviewing the quality of care and support provided, but some aspects require strengthening. These include ensuring there is documented evidence of at least three monthly RI engagement with individuals and care workers; and ensuring the six monthly quality of care reports are more comprehensive, informed by regular engagement with all key parties. This will ensure people's views are regularly sought and used to drive improvement in the service.

## Care and Development

People are supported to achieve their personal outcomes. They are involved in planning and reviewing their care, according to their wishes and preferences. People told us they enjoy good, safe relationships with care workers and are treated with respect. Those we spoke with described care workers as “*professional*”, “*very kind*” and “*genuinely caring*”. Competency checks on care workers help ensure they maintain expected practice standards. It is evident people using, and working at, the service hold it in high regard. The service makes every effort to provide regular care workers to people and they can feel confident of receiving appropriate care and support, in line with agreed call times.

Initial assessments consider people’s needs and desired outcomes. There is a policy for starting a service, which is summarised in the statement of purpose. The service places people and/or their representative at the heart of planning and reviewing their care outcomes. The provider needs to complete all personal plan reviews at least every three months. Personal plans are comprehensive. Care documentation is audited to check for completeness and accuracy. There is clear guidance for care workers to follow. Personal plans reflect people’s personal needs, preferences, and outcomes. Potential risks, and measures for managing them, are considered; although the provider should ensure a relevant risk assessment is present wherever deemed necessary within the personal plan.

A statement of purpose and written guide contains important information for people about the service. These documents should be reviewed though, to ensure they are fully in line with current legislation and/or statutory guidance. The statement of purpose reflects the Welsh language ‘active offer’. The provider told us it considers people’s language preference during the initial assessment, although it should recorded this consistently.

Measures are in place for minimising medication and cross-infection risks. Feedback from individuals, representatives and care workers indicates care workers practice appropriate infection control. The service monitors this through spot checks. Relevant, up to date policies are present and accessible for care workers. People’s medication support needs are assessed and documented. A record of medicines administered (MARs) is maintained and audited. Some MARs we examined indicate people occasionally received a different level of support to that specified in their personal plan (e.g. medication administered rather than prompted). We raised this with the provider who assured us it was a recording issue, which it is addressing with care workers and will monitor through its audits. We further discussed including the General Practitioner (GP) contact details on the MARs, as per relevant practice guidance.

People are protected from potential harm. Care workers receive safeguarding training and told us they feel well-supported and confident raising any concerns internally. People know how to raise a complaint. Safeguarding and whistleblowing policies are present and

accessible for care workers and the service liaises appropriately with relevant professionals, to promote their welfare and safety.

## Leadership and Management

The Statement of purpose reflects the service's ethos and objectives. There is a clear management structure, supported by policies and contingency plans. The service sets high standards for itself and monitors these via internal audits and checks. The service is responsive in addressing any unsatisfactory care worker performance. We considered communication between the service and people, following a concern received. The inspection found the service maintains appropriate communication with people. The service operates from secure premises and ensures confidential information is secure.

There is oversight of incidents, accidents, complaints and compliments. The provider should ensure it clearly records all complaints outcomes and notifies CIW promptly of all relevant occurrences. Care workers are allocated travel time. Those on non-guaranteed hours contracts are provided with an alternative choice, but the recording of this choice should be documented consistently on a three monthly basis.

The service provider ensures care workers are suitable to deliver care and support to vulnerable people. A matrix is used to check the content and completeness of personnel records, which we found to contain the necessary information and/or documentation. The provider should exercise care though to ensure a continuous employment history for all care workers is documented and it clearly accounts for any gaps. Overall though, an appropriate, well-organised recruitment process is demonstrated.

The service places a strong emphasis on the well-being, support and development of care workers. Care workers told us they receive sufficient induction, training and supervision. They are supported to attain professional registration and all care workers spoken with told us they recommended PKL Care Ltd as a place to work. The service uses a mixture of supervision, support visits, practice observations and appraisals to promote learning and development. The provider is reviewing the frequency of staff team meetings, to ensure they are consistent with statutory guidance. The service has invested in in-house equipment and training in order to meet care workers' continuous development needs. There are policies regarding supporting and developing staff and management oversee supervision, appraisal and training needs.

There are arrangements for overseeing the service's performance and quality of care and support, but certain aspects need strengthening. The quality of care and support is reviewed six monthly, but reports should cover all relevant areas and reflect the outcome of regular engagement with all relevant parties. The RI oversees the service's resources,

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but they need to maintain documentary evidence to show at least three monthly engagement with care workers and individuals. The RI is reviewing how they will record this engagement going forward.



**Areas for improvement and action at, or since, the previous inspection. Achieved**

None

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None

**Areas where priority action is required**

None

**Areas where improvement is required**

The personal plan must be reviewed as and when required but at least every three months.

Regulation 16(1)

The RI must meet with members of staff and individuals using the service at least every three months and maintain evidence of the same.

Regulation 73(3)

Six monthly quality of care reviews must be informed by regular engagement with individuals, representatives, staff, service commissioners and each of the matters specified under Regulation 80(3)(a)-(d).

Regulation 80(3)

The service provider must notify CIW promptly of the events specified in Parts 1 and 2 of Schedule 3.

Regulation 60

The areas identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify these and we will follow them up at the next inspection.

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