



Inspection Report on

TLC Nursing & Homecare Plus Ltd

**T L C Nursing & Homecare Plus Ltd
60 Pen Y Bryn
Wrexham
LL13 7HY**

Date Inspection Completed

4 May 2021

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About TLC Nursing & Homecare Plus Ltd

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| Type of care provided | Domiciliary Support Service |
| Registered Provider | TLC Nursing & Homecare Plus Ltd |
| Registered places | 0 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | This is the first inspection since the service was re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016 on 3 May 2019. |
| Does this service provide the Welsh Language active offer? | This is a service that 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

People are in control and involved in the care and support they receive. Assessments are very robust and mean the service is able to deliver simple as well as very complex packages of care. Person centred, easy to read and follow care and support plans help support care staff to assist people to be as independent as possible. People, relatives and stakeholders think highly of the service provided and staff team.

The Responsible Individual (RI) is also the manager of the service. The RI works daily in the office and has a very effective oversight of service delivery and the staff team. Numerous opportunities are in place to obtain regular feedback from people and stakeholders. This feedback allows the RI to assess the effectiveness of the overall service and to help identify and facilitate positive change.

Well-being

Care staff support people with dignity and ensure they listen to people's views. People and stakeholders have regular opportunities to share their views and review their care and support. People speak very highly of the care staff, who get to know people well and build positive relationships. Routines and practices, which are very meaningful to individuals, are included in care and support plans. Records in relation to concerns raised show the service is responsive and acts appropriately.

People's emotional well-being, physical and mental health is well-supported. People receive the right care and support at the right time. The assessment process is very robust. Care and support plans are person centred. The service seeks further support and guidance from medical professionals where required. A medical professional told us; "*The communication between them [The service] and my team is excellent and results in a better patient experience overall.*" People told us they have some choice around the staff who support them. This helps them to relate positively to their care staff.

People receive protection from abuse, harm and neglect. Suitable safeguards and professional involvement is in place, which follows national guidance. All staff have to complete relevant safeguarding training. Leaders and managers review and monitor the service effectively and regularly. This helps them to ensure care staff follow safe operational methods. Care and support visits mean people and relatives feel safe that someone is looking out for them and checking on their safety and well-being regularly. Emergency care hours are available to support people in unexpected matters which gives people further peace of mind.

People can do things that matter to them. Clear timelines of a person's average day help to guide care staff towards things that really matter for each individual. This could be, for example, getting up and ready for the day or accessing the wider community. Care delivery supports people to lead an enhanced quality of life and promotes independence.

Care and support given contributes to safe and healthy relationships. Managers and staff are knowledgeable and well-informed of what is happening at the service. People receiving care and support, and their relatives, feel comfortable discussing their care and things they may wish to change. The RI knows people using the service well and has positive relationships with them, staff and stakeholders.

Care and Development

The care and support the service provides is in line with detailed care and support and risk management plans. These are well-written, person centred and easy to follow. Very detailed assessments go further than individual care needs. They also evaluate people's preferences in how care staff visiting the home should act and what they should and should not do. These plans support people to achieve individual personal outcomes and detail what individuals can achieve for themselves. This helps to further support personal independence. If people require further support, there is close partnership working with external medical professionals, such as district nurses and general practitioners. A fast and appropriate referral process is in place if further professional intervention is required. The service listens to people and treats them with respect and sensitivity. People have regular opportunities to contribute feedback on the care they receive. Care and support plans focus on details that really matter to the individual. An on-call service, operated by senior staff and managers, provides support for people and care staff outside regular office hours. One person said; "*They are a caring organisation who use good caring staff.*" A relative told us, "*We are able to help to make choices around the staff team who provide care.*"

Safeguards support individuals against harm, abuse and neglect. Clear processes and policies are in place and followed. Staff receive training on these processes, which follow national guidance to support them to keep people safe. Safeguarding records are in place but sometimes, documented details of outcomes and conclusions are missing. People told us they feel safe knowing that someone is visiting daily to support them. A relative told us that they, "*Trust staff and the service*". Extra care hours, to use on an 'ad hoc' basis are available for some people in case of emergencies. One person said this gave them; "*Peace of mind,*" in case something comes up where they may need further support at short notice.

Leadership and Management

The service promotes a positive open culture. The RI is also the manager of the service and we saw positive engagement and a good working relationship with all people and staff working from or visiting the office. New staff shadow experienced staff, who then provide feedback to managers and seniors. The RI expects openness from the staff team. We saw examples of relevant and appropriate action taken if staff members failed to meet with expectations. People know how to raise concerns, should they have them. Records are in place to document concerns and incidents. Responses to these are quick with suitable outcomes.

The service has clear oversight and governance by an RI who works daily at the office and a responsive management team. Each morning, a hand over meeting reviews the previous day and finds positive solutions to any matters that may affect people's care, such as staff absence. Staff have very clear procedures available in a staff handbook. These help to support consistent care for people. Senior staff and managers undertake regular supervision meetings and observations with care staff. These help ensure care delivery is consistent and reliable. Paperwork in the office is secure and easily accessible when required. The Statement of Purpose (SOP) document is available in people's homes for them to read how the service will deliver safe care and support. The SOP is quite basic and could go into more detail in relation to the complexity and range of services that TLC care is able to provide for.

A number of methods are in place to support quality assurance, monitoring and improvement. People have face to face reviews of their care on at least a quarterly basis. Further regular telephone reviews check if the support people are receiving still meets their current needs. The service provider will send questionnaires to people using the service and stakeholders twice a year. Responses to these help the service provider to see where the service is achieving and where improvements may be required. Responses collate into a 'Client Quality Satisfaction Report'. The last report shows response numbers, people's comments and an evaluation. There are clear actions and outcomes in relation to people's feedback. The report is very positive with people's feedback responses such as; "*Nothing is too much trouble to ensure that I am comfortable;*" and; "*All care staff on our team are fabulous, everyone demonstrates a passion to support.*"

Environment

We did not review the environment as part of this inspection.

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

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

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Areas where priority action is required

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Areas where improvement is required

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| None | |
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