



Inspection Report on

Paul Sartori Foundation

**Paul Sartori Foundation
Paul Sartori House
Winch Lane
Haverfordwest
SA61 1RP**

Date Inspection Completed

23/06/2022

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About Paul Sartori Foundation

Type of care provided	Domiciliary Support Service
Registered Provider	Paul Sartori Foundation Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	9/11/17
Does this service provide the Welsh Language active offer?	Yes

Summary

Paul Sartori is a domiciliary care agency and is registered with the Care and Social Services Inspectorate Wales (CIW) to provide care and support to people over the age of 18. The service provides hospice at home respite care to people who are in the end stages of a life limiting illness.

People receive a safe, reliable and extremely flexible service. They are supported by care workers who are familiar with and considerate of their individual needs and wishes. Written information about the service is readily available, clear and easy to understand. Care workers receive a good level of training to support them in their roles.

The service carries out the required pre-employment checks when recruiting new staff. Care workers are highly motivated and are supported by an approachable manager who is open and responsive to feedback from others. There are systems in place to monitor service standards.

Well-being

The service promotes people's rights. People are given written information about the service so that they know what to expect. People's care preferences and routines are clearly outlined in their personal plans. Care workers encourage people to have choice and control over how they are supported and cared for. Senior staff regularly check during phone calls and visits that people are satisfied with the service they are receiving. The service has a complaints policy which is made available to people.

The service has systems in place to help protect people from harm and abuse. People receive their care at the right time and for the required duration. The service is extremely flexible in order to meet people's individual and changing needs. We were told that care workers on occasions stay for longer than anticipated at people's homes to ensure that their care and support is delivered as fully as possible. Care workers complete training in relation to safeguarding adults at risk. They monitor people's wellbeing and report changes or concerns to senior staff. The service has safeguarding policies that explain what abuse is and outline staff roles and responsibilities. Care workers have access to the service's policies and procedures within a comprehensive staff handbook and are able to discuss these during their individual supervision sessions. The service recruits staff safely.

People are extremely satisfied with the service they receive. This is consistently reflected in verbal and written feedback collated by the manager. Care workers provide people with the level of care and support they need to promote their comfort and independence. Mandatory and specialist training is available to give staff the skills they need to carry out their roles effectively. The service promotes good standards of hygiene and infection control. Appropriate measures have been implemented in response to Covid-19. The manager regularly monitors standards of care to ensure the service is being provided in line with its statement of purpose.

People are able to develop good relationships with the care workers supporting them. Whenever possible care workers regularly care for the same people, which allows them to become familiar with their individual needs and preferences. The service communicates very well with people and their families, who are actively involved in developing and reviewing personal plans and outcomes.

Care and Support

People using the service, and their family members, are treated with dignity and respect and their rights are protected. Care and support is offered in addition to sitting with people and assisting them to liaise with other relevant agencies and professionals, for example, complementary therapies and counselling services. People are invited to make contact with the service prior to requiring support in order that an initial assessment can be made and support provided without delay if needed. This enables people to receive the right care and support at the right time. It also allows the service to be sufficiently flexible to meet people's needs effectively.

People's well-being is enhanced by the provision of complementary therapies and treatments. The provision of these remained a priority throughout the challenges posed by the Covid-19 pandemic. We saw a number of well-equipped therapy rooms within the offices for people, their relatives and staff members to either see a counsellor or to have therapies, including massage and reiki. Individual and group counselling is offered to people and their relatives. A well-managed and well-stocked equipment store ensures that people receive equipment, such as commodes, wheelchairs, profiling beds and reclining chairs in a timely manner to make them more comfortable. We saw that equipment is kept in very good order and could be delivered to people at very short notice, often the same day.

People are cared for and supported by staff who are enthusiastic and motivated. Paid staff are complemented by a team of volunteers who work in the services to support the care staff. These include staff who work in the shops, fundraising and volunteer therapists. All of the staff we spoke with appeared cheerful and committed to their work. All staff we spoke with said that they thoroughly enjoy working at the service and that they are committed to make a positive difference to people and their family members. Staff are provided with a wide range of training to enable them to meet the specific needs of the people they support and any requests for additional training are met whenever possible. Training, in addition to key mandatory areas such as moving and handling and infection control, includes Communication and Delirium, Loss and Grief, Dignity and Diversity, Nail and Foot Care, Spirituality, Dementia, Pain Management and Wound and Pressure Area Care. The RI (Responsible Individual), the manager and the trustees place high importance on staff well-being and staff spoken to said that this was very much appreciated and assisted them to continue to carry out their work in a positive and professional way. This has been particularly pertinent during the Covid-19 pandemic when care staff have worked hard to continue to provide continued flexible, high quality care and support.

Environment

Leadership and Management

Paul Sartori has a clear aim to 'provide sustainable services that promote good end of life care in Pembrokeshire'. This aim, led by the RI, manager and trustees, is clearly understood and demonstrated by care workers in all interactions with people and each other. Conversations with staff demonstrate a focus on the individual and a positive attitude towards how they support people, and their family members, as they approach the end of their lives.

A Board of Trustees provides oversight of the service, together with the Responsible Individual and manager. The management team consistently support and develop staff to reach their full potential. Staff we spoke to feel very well supported within their roles and receive regular supervision, of a formal and informal nature, from the manager and senior staff. The service provides training around the individual needs of people as well as training and support in areas where staff would like to develop. A strong staff team have supported each other through difficult times due to the restrictions imposed by the Covid-19 pandemic. This is being well managed with managers and senior staff continuing to provide direct support to people and staff.

The service ensures its staff are suitably vetted and safe to deliver care and support to people. There is a staff induction procedure including supporting care workers with their professional registration. People are therefore safeguarded by a thorough recruitment and vetting process.

Comprehensive quality monitoring arrangements demonstrate very good oversight of the service's performance. There is a positive culture with regular monitoring of peoples' care and support to improve their outcomes. Feedback questionnaires consistently reflect that people are extremely satisfied with the care and support offered to them. There is good evidence of RI engagement with individuals, relatives, care workers and external professionals and she is well known to staff. Discussion with the RI confirms that she has very effective oversight of the service. The Board of Trustees takes an active interest in all aspects of the service. Strong quality monitoring and continuous improvement arrangements ensure the service is safe, well run and continues to develop.

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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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 30/08/2022