



Inspection Report on

Prime Care Services Ltd (Cardiff and the Vale)

**Prime Care Services Ltd
Unit 4 Seawall Court
Seawall Road
Cardiff
CF24 5PQ**

Date Inspection Completed

25 April 2022

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About Prime Care Services Ltd (Cardiff and the Vale)

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|--|--|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Prime Care Services Ltd |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | This is the first inspection of the service since registration under The Regulation and Inspection of Social Care (Wales) Act 2016. |
| 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

Prime Care Services offers consistent, reliable, sensitive support to young people in their own homes and the community, assisting them to develop independent skills and lead fulfilled lives. People have daily opportunities to engage in activities of their choice, improving health, confidence, social skills, education and management of emotions.

The service provider has nominated a responsible individual (RI) to have oversight of the service. There is a manager who ensures the smooth running of the service on a day-to-day basis. The core values of the service are reflected through the staff team who are dedicated to upholding the rights of young people and helping them to meet their full potential. Professionals confirm the service is successful in supporting young people when other services have failed, and parents tell us: *“they understand X the way no other care service has.”*

Documentation required under the regulations is maintained. This is thorough and regularly kept under review. People’s care and support plans are individualised and explain how best to support a person. Information is provided to people in a format they understand and helps them to make decisions and record what is important for them to achieve. People tell us they are helped to make their own decisions.

Well-being

The service provides individualised information for people in a format that they can understand. People have support from families and professionals to help them choose where to live and what support to receive if they find decision making difficult. People are listened to and encouraged to speak for themselves and make decisions within their capability, especially around day-to-day choices. People are treated as individuals, with their circumstances considered and supported. One young person's parent told us *"they help them make their own decisions and listen to them when they are feeling anxious,"* and *"they look after X 100%."*

People are kept safe with support from the right number of appropriately trained care workers. Care workers receive specialist training including strategies around preventing escalating behaviours. There is an emphasis on understanding people and knowing how best to support them. Care workers also receive training around what constitutes abuse of adults and children, how to recognise this and how to report concerns if they need to. Risk assessments are completed to help inform care planning, but also to support positive risk taking. Young people are encouraged to experience a variety of activities and try something new. Parents tell us that their young person *"feels safe, especially when out in different settings. This is the first company that has been able to support them in the community and help them manage their anxieties."*

Health and social care support is provided for individuals by professionals outside of the service. People receive support from advocates if they need this. Reviews of personal plans and records evidence that people's health and well-being improve through support from the service. Care workers help people to understand the importance of nutrition and support them to have a varied diet. They encourage physical activity, combined with social opportunities. Care workers provide routine to help people feel comfortable. The service ensures familiar care workers support individuals to promote continuity and give plenty of time during induction for good working relationships to develop.

Personal plans outline how people can be supported to develop maximum independence and lead fulfilled lives. For some people, this is being able to manage some of their own personal care, for others, this is planning and going on a holiday. People achieve positive outcomes through a dedicated care staff who promote young people's rights. The service supports people, even during their more difficult times, enabling them to refocus and develop strategies to cope and move on. People trust the care and support team and feel able to share their worries and problems so they can better manage situations. Parents of young people told us: *"they are all fun, firm but fair, so there are defined boundaries and guidelines that help X stay safe."*

Care and Support

Young people receive support and care from a knowledgeable, compassionate care workforce who are described by families as “*amazing*”. People receive support in their own home and in the community. The service consistently offers opportunities for people to be engaged in exciting events and activities of their choice on a daily basis. We saw a group of people preparing for their day ahead and setting out for a walk up Sugar Loaf Mountain near Abergavenny. Young people told us of some other events that were a challenge, but they had achieved, contributing to the Duke of Edinburgh award they are undertaking. We saw sensitive, emotional support given to people throughout our visit. Care staff show understanding of signs of frustration when people cannot easily express themselves, enabling them to prevent situations escalating.

Personal plans include details of risks to people and provide excellent written guidance to tell care workers on how best to support the individual. This includes a plan around positive support to prevent individuals using challenging behaviours to express themselves. Social workers and advocates are involved with people to help them make decisions, allowing them to express their wishes. Monthly reviews of plans show consultation with individuals or their representatives. The service uses these to improve care delivery. People have input into developing a programme of activities they would like to take part in, presented in weekly plans, or for some, completed on a daily basis to focus on positive outcomes. These are individualised with activities including attending day centre, independence development, and social and relaxation opportunities. Some people are supported to attend further education while others are supported to do things that are important to them, including home-based activities such as creating music.

The service promotes the physical and mental health of individuals. People experience positive outcomes such as improved physical health due to increased opportunity to participate in exercise. The service successfully supports people to transition between their previous living arrangements and independent living, in addition to moving from school or college to leading a fulfilled life of personal choice. The service supports people’s mental health, helping them to engage with others and develop confidence so they can, for example, choose to visit people in the community. The service ensures health specialists are consulted and involved in people’s care. Care workers communicate using the most appropriate method for the individual, giving them time to understand and respond. Appropriate staffing levels are provided as outlined in the care and support plans.

Leadership and Management

The service provider has appointed a responsible individual (RI) to oversee the service. They carry out their duties to meet regulatory requirements. The RI visits the service, speaks to individuals and assesses the quality of care provided, producing reports to evidence their findings and outline plans for future development. Policies and procedures are robust and give a clear foundation for care provision. A 'Statement of Purpose' is in place which is a document that tells people what to expect of the service. People receive a very individualised 'Service User Guide' with information adapted to meet their needs, such as pictures or symbols to make it easy to understand. The RI has not consistently provided formal supervision meeting opportunities to the manager, but there is evidence of daily contact, weekly business meetings, and full support of the manager.

A dedicated, well-organised manager has responsibility for the day-to-day running of the service and demonstrates exceptional knowledge of the specialist care that the service provides to young people. There is a strong emphasis on 'teamwork' within the service, and care staff told us that this is important. They also told us how much they appreciate the management team and their involvement, always approachable, available and prepared to help. Care workers receive regular supervision and opportunities to discuss and support their personal development.

There is a robust system to recruit care workers, with personnel files containing all necessary information. The induction process ensures care workers have adequate time to work with people they support so they get to know them well, and people feel comfortable being supported by them. Care workers have relevant training and competency checks to meet people's needs, including specialist medication administration. Other specialist training is provided around supporting people with behaviours that challenge and protection of adults and children

A professional lead social worker told us how they work closely with Prime Care Services to secure care and support for young people, including those who may not have received a successful package of care from other companies. They told us that Prime Care has "*impressed*" them, stating "*the service makes good progress with the people*" and secures positive outcomes. They went on to say "*this works well*" as the service works collaboratively and understands people's needs.

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 |
|------------|--|--------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |

Date Published 10/06/2022