

# Inspection Report on

**Home Service Solutions Ltd.** 

Home Service Solutions
Office 3 Sandfields Business Centre
Purcell Avenue
Port Talbot
SA12 7PQ

**Date Inspection Completed** 

12/01/2023



# **About Home Service Solutions Ltd.**

Type of care provided	Domiciliary Support Service
Registered Provider	Home Service Solutions Ltd.
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	16 August 2022
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

# **Summary**

Home Service Solutions Ltd is a small domiciliary support service that operates from accessible offices based in port talbot. The service is provided within the regional partnership area of West Glamorgan. This was a focused inspection to follow up on areas of non-compliance raised at the last inspection. On this occasion we did not consider the themes of the inspection in full.

Care workers employed in the West Glamorgan area have been vetted appropriately and required employment checks are now in place as required by the regulations. The provider is aware of their responsibilities in notifying Care Inspectorate Wales (CIW) of any notifiable event, and will endeavor to do so when they arise in the future.

# Well-being

As this was a focused inspection, we have not considered this theme, in full.

People are protected from abuse and neglect through improved systems in place for vetting care staff providing the service. Improvements have been made to the service's recruitment and vetting procedures to ensure thorough background checks are carried out before staff are employed to work at the service. The service are aware of their duties to report any concerns to the relevant agencies and the requirement to notify Care Inspectorate Wales of any notifiable events under regulation 60.

### **Care and Support**

As this was a focused inspection to follow up on non-compliance in Leadership and Management, this theme has not been considered.

#### **Environment**

The environment is not a theme considered for Domiciliary Care services as the service is provided in peoples own homes.

# **Leadership and Management**

As this was a focused inspection, we have not considered this theme, in full.

People are supported by care workers who are vetted appropriately for their job role. We looked at all staff personnel files and found that improvements have been made in the vetting processes by the provider. Staff working in the West Glamorgan area have valid Disclosure and Barring Service checks (DBS) in place as well as other required documentation including appropriate references and identification documents. At the time of inspection not all of this documentation was available in the files themselves but due to a previous electrical failure in the office these were available online and seen and were awaiting printing to go into the files.

The provider is aware of the requirement to notify Care Inspectorate Wales (CIW) of any notifiable event. Due to the size of the organisation at present there has not been any notifiable events in the months since the last inspection however the provider is aware of what they are and will submit these as applicable in the future. The provider operates in other areas too and notifications have been received for this area since the last inspection.

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		
35	Two of the three care workers employed by the service were providing direct care to people without a DBS check being carried out. A further staff member who had been in post for some time has an expired DBS on file, however this was not an enhanced DBS as required for all care staff who have direct contact with people whether in a caring capacity or administrative.	Achieved		

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		
60	The service provider has not notified the service regulator in a timely manner of events as specified in Parts 1 and 2 of Schedule 3.	Achieved		

# **Date Published** 07/02/2023