



## Inspection Report on

**Leison Care Services**

**Unit 3  
Hedel Road  
Off Sanatorium Road  
Cardiff  
CF11 8DJ**

**Date Inspection Completed**

17/11/2022

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## About Leison Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	leison Care Services LTD
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">[Manual Insert]</a> This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Leison Care Services Ltd. is a domiciliary support service that provides care and support for adults, aged 18 and over. The service offers care and support to people in their own homes in the Cardiff & Vale areas.

People report that they are happy with the care they receive and find the care workers to be friendly and helpful. People told us they receive a good standard of care and support and are very complimentary of the carers. People remarked that late calls, changes in rotas, and changes to call times are poorly communicated by the service to them.

Currently the service is operating without a suitably qualified and registered manager. An acting manager is in place, who knows the service well. They are currently in the process of undertaking the appropriate qualification and applying to become the registered manager. We identified some deficit in the range of monitoring and audit processes in place. These include people's care files; auditing; staff support & development and records which require addressing.

The Responsible Individual (RI) is actively involved in the day to day running of the service and has good oversight. Quality assurance takes place regularly, but reports need to include additional gathered data and a record of staff views.

## Well-being

People are supported by a small and consistent staff team. Care workers are sensitive and understanding in the way they support individuals to live as independently as possible. Personal plans give information about people and their care needs; we found care plans in some cases were insufficiently detailed and not person centred. We also identified missing risk assessments surrounding individuals care needs such as skin integrity. Improvements are required to ensure care is delivered at agreed times, people told us that calls are frequently late or changed and they are not always informed. People also commented that they are unfamiliar with the 'out of hours' arrangements/access, although this is documented in their files it has not been explained to them.

The physical and mental health of people is supported. Care workers we spoke with have a good understanding of people's health conditions and the support they require. They have developed positive relationships with the people they support. This has a positive impact on people's emotional well-being and provides reassurance to family members. People know how to raise concerns if needed and have full confidence matters will be swiftly addressed.

Measures are in place to safeguard people. Care workers receive safeguarding training and know what action to take if necessary. Staff are confident in reporting any concerns and feel they would be listened to, and actions would be taken. Recruitment practices need attention to ensure these are consistently safe. The provider has completed Disclosure and Barring Service (DBS) checks on staff. The DBS helps employers maintain safety within the service.

The RI engages well with people who use the service, and their views are sought as part of quality assurance processes. People are given written guidance about the service and information on how to complain if they are unhappy. Complaints to the service are responded to correctly. The service provider told us no individual currently requires a Welsh language service, and that they are currently unable to provide an 'Active Offer', due to a lack of Welsh speaking staff.

## Care and Support

People are treated with dignity and respect. People receive an assessment of their needs prior to the service commencing and agree what tasks they would like assistance with and at what time. People are provided with information about the service and details of how they can complain if they are not happy. People we spoke with said the care they receive is good and meets their needs, but also told us that staff are often late. People receive the right care, but improvements are required to delivery times. People we spoke with consistently told us they are happy with the service but would like to see improvements with call times and communication from the service.

People get good continuity of staff delivering their care, which enables them to build good working relationships and ensures that care needs are met with ease. People and their relatives told us they appreciate the friendly nature of the care workers. We found staff to be hard working, caring and responsive to people's needs. People value their relationships with care workers, who they feel go above and beyond for them. One person told us *"They always ask if there is anything else I need before they go"*.

People receive support from staff who have a good understanding of each individual person's needs through continuity and familiarity. We examined a selection of personal plans of care and found them generally satisfactory, but they are not always detailed, or person centred. Risk assessments for identified care needs, aren't always sufficiently detailed. Body maps are not used to highlight where prescribed creams should be administered. People are not always involved in the production and review of their care documentation. This is an area for improvement, and we expect the provider to address these matters. We will follow this up at the next inspection.

Care is provided by a workforce that generally feel happy and supported in their role. We spoke with several staff members who reiterated the continuity that they have for calls, which enables them to get to know people and their needs well. Care workers said they are given enough travel time to enable them to deliver calls, however short notice changes to the rota are regularly made due to staff shortages. We were unable to sample planned call times against actual times due to a lack of call monitoring system in place.

## Leadership and Management

The service provider is clear about its aims and objectives. Written information on the service is available for people and care workers to view. We looked at the most recent statement of purpose (SOP) and user guide for people using the service. The SOP is fundamental in setting out the vision for the service and is a key document that should clearly demonstrate the range of needs the service will provide support for, including any specialist service/care provision offered. Overall, a clear picture of the services is provided, including provision of the Welsh 'Active Offer.' To ensure the SOP is fully accurate further updating is needed. We also note people have a copy of the user guide in their home. This is useful as it contains practical information and contact numbers.

The service provider is an organisation in its infancy. The service was registered during the Covid-19 pandemic. There have been three managers in place since January 2022. Since the previous qualified and registered manager left numerous areas has been identified that require addressing. The current acting manager started with the organisation as a care worker. They have started to address some deficits, however, these require further work and embedding into practice. They told us they felt supported by the provider and have regular contact and support from the RI. To become the registered manager, they must register with Social Care Wales (SCW), as per regulatory requirements as a domiciliary care manager. They are currently enrolled on and working towards the required qualification level. This is an area for improvement, and we expect the provider to address these matters. We will follow this up at the next inspection.

Quality assurance processes are in place, this includes the auditing of day-to-day records and the oversight of service delivery by the provider. The service does not use an electronic call monitoring (ECM) system to monitor care workers arriving and leaving calls. Internal audits are completed manually when paper documentation is returned to the office. We identified that audits of call times, call length, daily logs are not reviewed frequently enough to identify patterns and trends that may need addressing. The RI visits the service on a regular basis. Quality assurance monitoring takes place as required, but we noted that improvements to the accompanying reports are required to ensure they contain all required data as set out in the regulations, such as recorded feedback from staff and an action plan with target dates to address matters identified. This is an area for improvement, and we expect the provider to address these matters. We will follow this up at the next inspection.

Care workers feel supported in their roles and are complimentary of the acting manager. We were told communication within the team is good and care workers are kept up-to-date regarding operational matters. We examined a selection of staff personnel files and found improvements are needed in relation to recruitment, contracting and supporting staff. All the required information was not always kept on file as required in relation to recruitment. Records relating to supervision, spot checks and appraisal show care workers are not receiving the recommended levels of formal support. Staff are offered zero hour contracts only. The service providers should ensure contractual arrangements are reviewed with staff

and a record is kept of this discussion. This is an area for improvement, and we expect the provider to address these matters. We will follow these up at the next inspection.

Staff we spoke with consistently told us they feel supported and valued. A structured induction programme where care workers are given the opportunity to shadow experienced members of the team is offered to new employees. Following this care workers have access to a rolling programme of core training that is tailored to the needs of the people they support. Training is delivered via several formats including online and face to face.

There are policies and procedures in place for the running of the service and complaints to the service are taken seriously. We saw a number of compliments recorded from people using the service and professionals who were happy with the service being delivered. Safeguarding referrals are made when required but improvements to the recording and storage of the referrals is required to ensure that they can be monitored for themes and trends.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
8	Systems in place for monitoring, reviewing and improving the quality of care and support provided require strengthening to fully met compliance.	New
34	The service provider must ensure that all staff employment checks are adequate, and arrangements are made for the support and development of staff.	New
42	The service provider does not offer domiciliary care workers the choice of contractual employment where the conditions are met.	New
59	The service provider must ensure that records relating to individuals are complete, accurate and up to date.	New
67	The service provider had not ensured the service manager is registered with Social Care Wales as a registered domiciliary care manager.	New

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