



Inspection Report on

Delight Care and Support Services

**Alexandra Gate Business Centre Ltd
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Ffordd Pengam
Cardiff
CF24 2SA**

Date Inspection Completed

06/03/2024

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About Delight Care and Support Services

Type of care provided	Domiciliary Support Service
Registered Provider	Delight Care and Support Services Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	20 and 24 February 2023
Does this service promote Welsh language and culture?	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

Delight Care and Support Services is a domiciliary support service for adults, aged 18 and over. The service offers care and support to people in their own homes in the Cardiff & Vale area.

People receive support from a small and consistent staff team. The responsible individual (RI) forms part of the care team so knows people and staff well and has an excellent understanding of the service. The management team and RI take an active role in ensuring service delivery is of a high standard. People and their relatives have clear trust in the management team. There are good governance and quality assurance procedures in place.

People and their representatives are positive about the person-centred care and support they receive to allow them to live in their own homes. Personalised care is delivered in a dignified way. Care workers make a difference to people's lives and family situation. Continuity of care is very good, meaning people and care workers build valuable relationships. People are fully involved in decisions about their care and support and have a good relationship with staff working at the service. Care workers are described as "very courteous", "marvellous" and "very kind".

Well-being

People are very positive and complimentary about the service. People told us, *“You won’t get better carers anywhere, I have such a high regard for the type of care they give, they give it with feeling. They are so kind, caring and respectful.”* and *“I’ll never change the company, I’d recommend them to anyone they are so good”*.

The service takes measures to support the well-being of people and protect significant others who matter to them, such as their immediate family. Relatives of people receiving the service tell us how the service supports them in addition to their family. One person’s relative said, *“The carers were marvellous, I felt looked after too. They do all the little things to help”*. People and their relatives described having a close relationship with not just their care workers but also the RI who visits people using the service regularly. They told us the RI is *“really helpful”*, *“She’s a lovely soul, she is very caring”* and *“she knows exactly what is going on and any issues. She makes sure things are sorted out.”*

People have choice and control over their day-to-day lives, and how their care is delivered. The provider gives people information about the service which supports them to make choices about the care they receive. People’s voices are heard and listened to. The service actively seeks information about the wishes and aspirations of people, developing individually tailored care around these, so that people are at the centre of service provision. Care reviews take place informally but more formally every three months. The RI consults with people frequently and visits them to gain their views.

People are protected, as far as possible, from abuse and neglect, as policy and procedures promote safe working practices. Arrangements are in place to make sure safeguarding concerns and complaints can be raised. Staff recruitment and vetting ensure care workers are safe and fit to work with vulnerable people. Care workers receive training on safeguarding and other topics suitable for their role. The service provides care and support to people to safely manage positive risk taking, and people’s rights and choices are respected.

Care and Support

People are treated with dignity and respect and staff are dedicated and committed to supporting them. People told us the delivery of their care is a relaxed, personal, friendly, and sociable experience. We find staff to be hard working, caring and responsive to people's needs. The management team told us, "*Our service users and carers are our priority*" and "*Some people live on their own, but when we are there observing we can identify the bigger picture*". One staff member said about the RI, "*She works hard morning to evening to make sure all her clients and staff are happy.*"

People achieve their individual identified outcomes and receive effective person centered support. The RI meets with people to discuss their care needs before starting the service and remains closely involved to ensure people are safe, well and happy with their service. Timely referrals are made to professionals to help people remain as healthy as possible. Care workers are dedicated, caring and responsive to meeting people's care and support needs. The service promotes people's well-being by delivering support in a caring and dignified way.

People receive the right care and support. People told us the service is reliable, care calls are delivered on time and are scheduled to support people's well-being needs and personal routines. Personal plans of care contain clear information about people and reviews of the plan are regular. Personal plans are important documents as they guide care workers on how to care for people correctly. We read detailed daily notes completed by care workers after direct work with people, demonstrating personalised and considerate approaches being used.

Measures are in place to ensure people are kept safe. Care workers have access to a supply of personal protective equipment (PPE) and receive relevant infection control training to help prevent the spread of infection. We found safe medication arrangements in place which the provider has successfully secured improvement upon since the last inspection. Medication recording is clear, regularly audited and care workers practice when administered medication is regularly observed and checked.

Leadership and Management

The service is run smoothly. There is a new registered manager who has responsibility for the day-to-day running of the service. Current investment in technology will support quicker auditing methods. Electronic systems being introduced will support quicker access to information around visiting times and duration care workers are present in a person's home. There are good lines of communication, with a directors/RI and a manager forming part of the team who monitor the delivery of the service.

Governance arrangements are in place. The RI is heavily involved in the day-to-day care and daily experiences of people who use the service. People are consulted regularly on what their views are of their care delivery. The RI demonstrates that they consider the quality of the service and undertake their duties with care and attention. They meet with people, relatives, and staff to gather feedback on the service provided. The RI completes the quality-of-care review and reports their findings on a six-monthly basis. People know how to raise concerns if needed and have full confidence matters will be swiftly addressed.

People's well-being is enhanced because the service is committed to developing a culture which endeavours to ensure person centred care is achieved for people. We found a positive culture and value base within the management of the service and a strong sense of unity within the team. The RI and new manager lead by example. They are experienced, knowledgeable and demonstrate that people and their desired outcomes are at the heart of the service. There are good lines of communication between management, care workers and people who use the service.

Care is provided by a workforce who feel happy and supported. Care workers told us they feel well supported and valued by the management team. Feedback from care workers about the RI is very positive, the RI was described by staff as "*very approachable*". Care workers feel the training opportunities available to them are suitable. Training records show care workers receive training which is relevant to their roles. All staff have appropriate supervision and monitoring checks of their practice (spot checks) with their line manager. Care workers are appropriately registered or working towards their registration with Social Care Wales (SCW), the workforce regulator. Care workers recruitment is safe and robust. The service completes pre-employment checks prior to employment commencing and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

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
58	The provider is not ensuring that medication administration training, policies and processes are robust.	Achieved

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