



Inspection Report on

JNJ Health Ltd

**76 Greenfield Business Centre
Greenfield Road
Holywell
CH8 7GR**

Date Inspection Completed

11/09/2023

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About JNJ Health Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	JNJ Health Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the service's first inspection since its registration with Care Inspectorate Wales (CIW).
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

People who use the service, and their relatives, praise the standard of care and support provided. Before providing a service, the manager has discussions with commissioners to ensure they understand the care and support each person requires. This ensures the service can meet the needs of the person, and the person receives the correct care and support they require. People are involved in creating their personal plans, and these are updated when any changes in care needs occur. Care workers enjoy their work, they feel valued and are very well supported by the manager. Appropriate training is provided, and continuous learning and development is facilitated. Care workers treat people with respect, and they are aware of their responsibility to protect people from harm. There are effective measures in place by the Responsible Individual (RI) to consistently monitor the quality of the service provided. People have regular opportunities to share their views about the service they receive, and they feel listened to.

Well-being

People, and their relatives, are happy with the service provided. The service provided is described by the people who use it as being *“reliable”, “(they) go above and beyond”, and “consistent”*. People told us they have good rapport with the care workers who support them, and they enjoy having a *“laugh”* with them. Relatives describe the care workers as *“pleasant”, “very caring”, “kind”, “show respect at all times,” “the care, support and love shown to my relative every day is reassuring to us”*. Professionals in contact with the service told us: *“(the service provider) is very effective and can produce and co-ordinate a high level of care and support” and “will work above and beyond to improve the lives of the people they are supporting”*.

Efforts are made to ensure people retain a sense of control. We saw people are given choices in relation to how they wish to receive their support. Personal plans reflect information gathered from people about their life histories, what their interests are, and what is important to them. Each personal plan is different and record each person’s own views about how they wish to be supported. People told us they feel listened to. We saw their views and opinions are considered by the RI as part of the processes in place to measure the quality of the care provided.

Physical and emotional health are promoted. People’s health conditions are known and are recorded within each person’s personal plans. Care workers have access to the personal plans, so they understand how each person’s health is managed and their role in this. Personal plans are regularly reviewed and updated by the manager and deputy manager, which ensures care workers have access to the current guidance regarding how to meet the needs of the people they support. Care workers receive appropriate training which enhances their understanding of people’s care and support needs. There are firm arrangements in place by the management to check people are receiving the care and support they require, in accordance with their personal plans.

This service does not currently provide the Welsh language active offer. No person currently using the service wishes to receive their care and support in the Welsh language. The service provider is aware of the Welsh language active offer, and they are committed to recruiting Welsh speaking staff in the future.

Care and Support

The provider gathers a range of information regarding people's care needs before they confirm they can meet those needs. We saw the manager obtains care needs assessments and risk assessments from the commissioners before they agree to provide the person with a service. The manager told us when people start to use the service, they themselves attend the first calls with the care workers. This is to ensure the person's care needs are known in full and to confirm they can safely provide the level of support the person requires. Care workers told us they are familiar with people's care needs before they start to provide a service.

People, and their families, are consistently involved in discussions regarding the care and support they receive. We saw detailed personal plans had been created with people and their individual preferences were recorded within these documents. People told us the manager had spoken with them before the service had been provided, to confirm what support they needed and how they would like to receive their support. The manager and deputy manager review people's personal plans regularly, and they are updated when changes occur in people's needs. Care workers told us they have ongoing access to written information regarding people's care needs, and how they should be met.

A good standard of care and support is provided, and people are happy with the service they receive. People told us care workers follow the personal plan in place and their care needs are always met. The care provided is described by people and their relatives as "*very good*", "*first class*", "*flexible*", "*dependable*" and "*professional*". The feedback we received also confirmed care workers arrive on time, they provide the correct care and support, and they stay for the entire allocated time for the call. Professionals in contact with the service describe the care and support provided as "*excellent*" and a "*great service*".

Clear arrangements are in place to protect people from harm and abuse. A safeguarding policy is in place, which follows the Wales Safeguarding Procedures. Care workers understand the policy and have completed safeguarding training. They are aware of their responsibilities to report any concerns they may have regarding the people they support. Care workers confirm they feel able to raise any concerns with the manager, and they are confident they would be listened to. Records show the manager makes safeguarding reports to the local authority when required.

Leadership and Management

People are supported by care workers who have the knowledge and skills to undertake their roles. The records we saw demonstrate care workers are recruited safely and they are provided with training which is appropriate to their roles. Care workers told us they are encouraged and supported to undertake formal social care qualifications, which enhance their knowledge and skills base. We saw care workers are registered with Social Care Wales (SCW), which means they are required to follow the Code of Professional Practice. Care workers told us they are happy in their roles, and they enjoy their work. They also said they receive “*excellent*” support from the manager, and they feel valued in their roles. We were told by a person working at the service: “*the manager tells me when I’ve done a good job, praise and good feedback is always given*”. Management provides one-to-one supervision support and team meetings regularly take place.

Robust arrangements are in place to oversee the smooth running of the service, which supports people’s ability to achieve their personal outcomes. We saw policies and procedures are in place to fulfil the aims of the statement of purpose. The RI, who is also the manager of the service, has effective oversight of the service provided. There is a deputy manager in place and senior care workers who also oversee the care and support provided. This ensures the service people receive is in line with the policies and procedures in place.

People can be assured structured arrangements are in place to consistently monitor, review and improve the quality of the service provided. We saw the RI formally monitors the quality of the service provided on a regular basis, and people’s views are gathered as part of this process. Those receiving a service, and their relatives, told us they were often asked for their feedback regarding their satisfaction with the service provided. They told us the RI is keen to be sure they continue to be happy with the service they receive. The RI records their monitoring visits in a document, which includes any actions required to improve the service provided. Auditing of documents and spot checks take place as methods of ongoing monitoring of all aspects of the service provided. We saw the service provider had received an award from the local authority commissioning and monitoring team, as recognition of the good quality of service provided.

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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