



Inspection Report on

Powys Homecare

**35a High Street
Welshpool
SY21 7JP**

Date Inspection Completed

30/01/2024

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About Powys Homecare

Type of care provided	Domiciliary Support Service
Registered Provider	People Support Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18 November 2021
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People receive a service in their own home by a care staff team who are respectful, kind and show genuine respect for the people they support. They receive consistently good care and know who is coming into their home on each visit.

People are involved in planning and reviewing the care and support they receive. This ensures their outcomes are known and they receive care how they want it. Personal plans are detailed and reflect what is important to people. Care staff are recruited, trained, and supported well so they have the knowledge and skills needed to meet individual care needs.

The responsible individual (RI) has very good oversight of the service. Reports are produced about what the service does well and what needs to improve. People feel listened to and tell us the management are very responsive to any issues raised with them.

Well-being

People are given choices about the support they receive to make sure they meet with their individual circumstances. People have a say in what is important to them and what they want to achieve. They are involved in developing and reviewing their personal plans. Care staff have access to this information so support can be given the way people want it. People feel listened to and feel any issues they raise are addressed quickly by a responsive management team. Information, including personal plans are available in Welsh and English depending on individual preference.

People have care and support in line with their personal plans. Care staff report any concerns they may have about people's health to professionals, so issues can be addressed quickly. They undertake training to ensure they administer medication safely. Care staff are respectful when providing care and always make sure people are comfortable with what they are doing. They have genuinely good relationships with people which are respectful, warm and kind.

Care staff know their responsibilities to keep people as safe as possible. Policies and procedures relating to safeguarding matters are available to them to guide their practice. Recruitment practices make sure care staff do not start work until all the required checks are in place. Training opportunities for care staff are tailored to individual care needs so they have the right knowledge and skills to keep people as safe as possible.

Care and Support

People tell us they are happy with the care and support they receive. Care staff arrive on time and have never missed any calls. People said care staff are respectful and the support they receive is always good. They know in advance who is coming in to deliver their care on every call. This is mostly the same care team which people value as it gives them consistency. Comments from people about the care staff include “*absolutely fabulous*” and “*nothing is too much trouble*”. We saw lovely friendly interactions; care staff have developed good relationships with people they support and their representatives.

People are consulted about how their care and support is provided. Initial assessments are completed to make sure the service can meet the individual’s care needs before agreeing to provide a service. Provider assessments are being introduced to make sure there is always an accurate record of people’s needs. People are involved in developing and reviewing their personal plans. Care staff have up to date information about how people want to be supported. The provider uses an electronic care planning system. People and their representatives tell us this allows them access to care notes which they find useful. We saw care staff complete detailed notes following each visit. Any concerns or changes to people’s care needs are communicated to colleagues via this system so action can be taken without delay.

Processes are in place to protect people from abuse and neglect. Detailed environmental risk assessments are in place for people supported in their own homes. Manual handling plans are in place for people who need aids to support them with transfers and mobility. We saw care staff following instructions well. They have specialist training from occupational therapists when needed as well as training arranged by the provider. Care staff we spoke with know their responsibilities around keeping people as safe as possible. Policies and procedures are in place and accessible to care staff to guide their practice.

People are supported to remain as healthy as possible. Where people need support to manage their medication, care staff are given training, and their competency to administer medication is continually assessed. Care records contain information about people’s health needs so care staff know how to support people to remain as healthy as possible. Records show any issues about people’s health needs are reported to health professionals in a timely way.

Leadership and Management

There are effective management systems in place to ensure the quality of the service is regularly reviewed, and the service continues to improve. People have opportunities to give their views on the care and support they receive in a number of ways. This includes during personal plan reviews or discussion with the management and care staff. People feel confident to raise any issues they have directly with the management team. They tell us they are addressed quickly. The RI visits people in their homes to make sure they are happy with the service. People said they value the opportunity for this discussion. Six monthly quality reports are completed. These show what the service is doing well and what needs to improve.

Information is available to people to know what to expect from the service. This includes the Statement of Purpose which sets out how the service is delivered. This is available in Welsh if they want it, as are people's support plans. Audits of all aspects of the service take place. This includes any accident, incidents, safeguarding referrals, and staff disciplinarys. Clear records are kept of action taken and referrals are made to external agencies when needed.

People are supported by care staff who are appropriately recruited and receive training and support relevant to their role. Care staff told us training opportunities are good. Requests for extra training specific to people's needs is always arranged by the management team. They feel well supported and tell us the provider makes sure they have a good work life balance. Regular meetings take place where care staff can discuss their career progression and identify any further training or support, they may need. Team meetings are held regularly so information can be shared. Recruitment practices make sure people do not start work until all the relevant checks are carried out. This helps to make sure people are kept as safe as possible. Records relating to people are held securely in the office. There is space for team meetings to be held and for individual meetings where confidentiality can be maintained.

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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