



Inspection Report on

Community Interest Care

**Neyland Community Hub
John Street Neyland
Milford Haven
SA73 1TH**

Date Inspection Completed

13/02/2024

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About Community Interest Care

Type of care provided	Domiciliary Support Service
Registered Provider	Community Interest Care CIC
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	13 February 2023
Does this service promote Welsh language and culture?	This service is working towards an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People say they feel happy and safe with their care workers who visit them in their homes every day. People and their families/representatives are invited to be involved in all choices and decisions that affect their lives.

There is a genuine emphasis on using the resources available to develop and maintain friendships to combat loneliness and isolation that people may be experiencing - the provider's office is in a community hub building that is used to run various activities and social events. In addition, there are specific staff members who are employed to ensure people are aware of ways to socialise in the various groups on the premises.

An enthusiastic, creative, well-established staff team approach each person with dignity and respect and ensure their welfare is at the heart of everything they do. Care workers attend training relevant to their roles and say they feel well supported by the management team. Prompt referrals are made to healthcare professionals where necessary, and the Responsible Individual (RI) regularly makes himself available to people, relatives and the staff team. In addition, the RI has developed creative ways of recruiting care workers from overseas that have enabled the service to grow and intends to develop the service further over the coming year.

Well-being

Care workers take time to really listen to people's opinions about their support arrangements. They are acutely aware of the importance of each person's overall well-being. One relative told us, *"The carers are very polite and caring and we love them to bits."* Another person said, *"They're always happy and smiling when they come. I look forward to them coming,"* Each person does things that makes them happy because the staff team urge them to have full ownership of their lives, to support people to make choices and decisions about how they spend their leisure time. Each person is encouraged to take part in reviewing their support plans, either formally or informally, which mean the person is front and centre in all decisions that affect their life. One person told us, *"They often ask us what we think of the carers, if anything needs changing. It's nice to be asked."*

Overall, the provider works hard to ensure people are not lonely. The staff team are curious about peoples' wishes and are constantly trying new ideas. For example, the provider has employed two activity coordinators who visit people within the first month of support being put in place to ask them how connected they are to their local community. They then work with them to network with other people with the same interests. The provider is based in a community hub, which people are encouraged to use. This includes a library and sports facilities, and jigsaw swaps, coffee mornings and bingo are arranged most weeks. This means people have access to genuine personal relationships, friendships and connections with others they know through networking at social events. We were also told of partners of people who used to receive support from the provider who visit the hub as well. One person said, *"It's a good idea, it gets you out of the house."*

The 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. While there is no demand currently for exclusively Welsh speaking support, the RI agrees with the necessity of providing an Active Offer in the event they support anyone who does prefer to communicate in Welsh. The manager is fluent in Welsh and would be available for initial assessment meetings where the person wished it to be conducted in Welsh. The manager is considering having the service's statement of purpose and introduction guide to be available bilingually so that people will not have to ask for them.

Care and Support

The staff team ensure people's support is tailored to each person's wishes. This includes leisure pursuits as well as general healthcare needs. The provider employs two activity

coordinators to help people to get out if they wish to meet others. The staff team have access to clearly written risk assessments that ensure people are as independent as they possibly can be, with the emphasis on what people can do.

The manager and RI consider a range of information to ensure they can meet people's needs before their support is agreed. For example, information from external healthcare and social care professionals such as occupational therapists and social workers. From this, senior staff develop care records that accurately describe people's support requirements. There is good sharing of communication within the team and senior staff make prompt referrals to healthcare professionals when necessary. Care plan reviews evaluate what is working and what if anything needs to be altered for the future.

People are safe and protected from abuse. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They have regular safeguarding training updates and tell us senior staff members support them well and are always available for advice if necessary. They would approach the manager or RI but would contact external agencies such as the local safeguarding office if they thought they needed to.

The manager has developed detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the service and care workers can refer to infection management policies when necessary.

The provider ensures there are knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes. Care workers undertake training relevant to the people they support.

Leadership and Management

Overall, the provider has a clear vision of the service people should receive and an exceptional regard to people they support. There is a positive culture throughout the service, driven by a manager and RI who are highly motivated to improve peoples' lives in

whatever ways they can. People say their care workers are rarely late and that they have good contact with the office when delays happen. One person said, *“They always let me know, it’s important to know what’s going on.”* Another relative smiled and told us, *“The office staff are very good at organising things when we need to make changes to times etc. And it happens more than you’d think.”* We saw the ‘live’ situation on the day of our inspection, noting how everyone’s care package is monitored to ensure people get their calls on time, and alerting colleagues where a call may be delayed.

The senior management team ensures people lead full lives where they wish, where their opinions are central to all decisions made concerning their welfare. Senior staff consistently encourage the staff team to be creative, to support people to do what they want in life. The provider has grown over the past year and as a result, now supports more people in Pembrokeshire and recently, Carmarthen too. The main reason for this is the development of a creative plan to enlist overseas care workers that includes practical assistance in several areas of the recruitment process: the RI insists on paying the real living wage to all employees and there is financial support for anyone who needs it to settle in this country. This in turn, has resulted in good staff retention, and care workers who are skilled, creative and able to deliver consistently high quality outcomes for people. In addition, within the organisation, new senior roles have been developed which provide a career pathway for care workers to aspire to: These employees are not included on staffing rotas, so are able to step in at a moment’s notice where a delay has been identified due to a range of potential issues that arise on a daily basis. It is noted that staff absenteeism has reduced in accordance with the quality of support the staff team receive from senior staff.

The RI asks people and relatives for feedback about the service they provide. There is regular contact with family members and healthcare professionals involved in peoples’ care. Also, employees can discuss any issues they wish to raise in three-monthly confidential supervision meetings. Senior staff members are well-known to everyone and the RI records the quality of the service offered to people in detailed three-monthly visit reports and six-monthly quality of care reports. In addition, the RI and manager inspire the staff team to provide the best care and support they can, to discover peoples’ interests to reduce any feelings of loneliness. The staff team respond to this by supporting people in genuinely caring ways because they are passionate about the care they provide every day.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. The staff team ensure they protect all private and personal information. Care workers have been through the provider’s rigorous recruitment process. All employees can access policies and procedures to understand their responsibility to protect vulnerable people. The home’s safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. Senior staff ensure all care records clearly state any risks to people’s well-being and detailed risk management plans help to keep people safe and as independent as possible.

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
16	There is no documentation to evidence people and/or their representatives are invited to discuss their care arrangements at care review meetings.	Achieved

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Date Published 04/03/2024