



Inspection Report on

Community Interest Care

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

Date Inspection Completed

20/02/2023

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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	This is the first inspection since being registered under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This 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.

Summary

Overall, Community Interest Care endeavours to support people as they wish to be supported. The staff team want to make a positive difference to people's lives and care workers focus on each person's needs. People and their relatives are enthusiastic about the support they receive and say care workers support them well. Care workers feel well supported by the manager. Good communication is evident throughout the service and there are robust systems in place to monitor the quality of care provided.

Well-being

People and their relatives are very happy with the service they receive from Community Interest Care. Care workers are aware of the importance of each person's well-being: they support each person as they wish, and people and their relatives told us their care workers are kind, caring, respectful and professional in their approaches. One person said, *"they really care about us. All the carers are lovely"* and a relative told us, *"They can't do enough for us."*

Care records reflect each person's wishes and opinions about their support in detail. People and their relatives say care workers talk to them about the care they receive and say they feel safe with the care workers who support them, especially when the care workers are familiar to them. This gives each person reassurance their needs and personal preferences are really understood. However, although people say they are consulted, the provider is not documenting it. For example, people are not asked to sign any documents to denote their agreement to the care and support they receive every day. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. But people and their relatives are happy with the support they receive. One person said, *"Oh yes, we couldn't ask for more"* while another said, *"They are wonderful and lovely people."*

People and relatives say their care workers are rarely late and never rush them. One relative said, *"They call if they're late for any reason."* Another person said, *"They stay for as long as we need and don't rush us at all."* People know how to make a complaint and are confident the management team would listen if they needed to raise any issues that affect them. Each person's privacy and personal information is kept secure.

The provider is working towards the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. While there is currently no demand for Welsh speakers among the people receiving support, some staff members do speak Welsh. In addition, the manager is considering having some key documents translated into Welsh in case they are needed by anyone in the future.

Care and Support

There are clearly written plans for how care workers provide people's care and support. The provider considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining information from relatives and external healthcare professionals such as social workers, together with all assessments relating to the person. From this, senior staff develop care records to describe people's support arrangements and any specific requirements. All care workers have continual access to this information on their phones, to ensure each person receives the right care at all times. To remain current, all care records are regularly reviewed, more frequently wherever support needs changed.

The provider has detailed policies and procedures to manage the risk of infection. Measures are in place to ensure people are kept safe from infection as far as possible. This includes the appropriate use of personal protective equipment by care workers. People and relatives confirmed there are good hygiene practices throughout their visits.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. 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 say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to. People and their relatives are also happy that care workers take enough time to support them properly: one relative said, "*because their minimum call time is 30 minutes, X is not rushed at all.*"

Leadership and Management

The service is committed to developing a culture which strives to ensure good outcomes for people. There are straightforward checking systems in place, designed to monitor each person's well-being, together with the quality of support they receive. The management team and the Responsible Individual (RI) identify any actions needed to improve people's well-being in regular quality assurance monitoring reports. We also saw how all employees are monitored throughout their days, and how travel time is considered when planning visits each day. Care workers told us, *"We always have enough time to get to the next call, no rushing."* People and their relatives are complimentary about the care workers who visit them in their own homes and the staff team in the office. One person said, *"The office calls us if they're late for any reason, which we like - so we know what's happening and not left wondering where they are."*

Staff retention has been difficult at times but is easing currently - and there are a number of employees who have been with the provider throughout. Employee supervision records show most care workers are given the opportunity to discuss any issues they wish to raise in three-monthly meetings with their manager: the RI acknowledges there have been some gaps over the past year due to other priorities, but can now ensure all care workers will have regular supervision. All care workers we spoke with said they are happy with the support they receive from the office. One employee said, *"They are very kind and I have never seen such good support when I need it. Can't praise them enough."*

The provider ensures there are enough 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, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' Although training records show some employees are not up to date with their essential training, we saw plans evidencing catch-up training courses over the next few months. In addition, care workers say they have all the specific training they need to support people as they should.

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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16	There is no documentation to evidence people and/or their representatives are invited to discuss their care arrangements at care review meetings.	New
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Date Published 15/03/2023