



Inspection Report on

Live Well Healthcare Limited

**Regus Business Centres
Princess House
Princess Way
Swansea
SA1 3LW**

Date Inspection Completed

05/04/2023

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About Live Well Healthcare Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Live Well Healthcare Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the service's first inspection since it registered in April 2022.
Does this service provide the Welsh Language active offer?	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

Live Well Healthcare Limited is a new domiciliary support service that registered with CIW in April 2022. The service has office space in central Swansea and provides care to people living in their own homes in the West Glamorgan area. It is run by a team of managers consisting of the responsible individual (RI), manager and supervisor. The management team is approachable and committed to getting things right.

The service is developing well. People are happy with the care and support they receive. They can rely on the service to provide care at the right time. People have developed good relationships with managers and staff. Care workers are friendly and professional. They support people confidently and with kindness. The service develops personal plans that outline people's care and support needs. However, these must be more detailed, kept under review and made available to people.

Staff work well as a team. They are motivated and content in their roles. The service is committed to providing good continuity of care. It is continuing to recruit new staff, which will ease pressure on care workers and managers. Care workers receive training and support that ensures they provide safe, appropriate care.

There are systems in place to monitor the quality of the service. A call monitoring system allows managers to track the delivery of care calls. Managers and staff communicate well with people and their families. Information about the service is available. However, the RI must ensure effective record-keeping systems are in place.

Well-being

People receive a good quality service that supports their well-being. They have developed positive relationships with care workers, who have a good understanding of their needs. Care workers promote a good standard of hygiene and infection control, and support people in a calm, confident manner. The service develops personal plans that are consistent with the assessments and care and support plans provided by health and social care professionals. However, the service must include within personal plans the strategies for minimising risks to people's health and well-being and update them following any changes to care arrangements.

People have choice and control over how they are cared for. The service consults people about the care and support they receive. However, the service must ensure people receive a copy of their personal plan, which sets out the agreed care and support. Care workers know what matters to people and are accommodating of their care preferences and routines. People have access to written information about the service.

The service has systems that promote people's health and safety. An electronic call monitoring system allows managers to check that people have received their care at the right time. Care workers make good quality recordings about people's care and well-being, which managers regularly monitor. Staff are appropriately recruited and trained. They complete safeguarding training and have a good understanding of policies and procedures. Communication amongst the staff team is good. The service has successfully recruited new staff, which will improve care workers' work-life balance and give managers more time to complete management tasks.

There are quality assurance systems in place that help drive improvement. The RI plays an active role in service delivery and regularly checks that the service is meeting people's needs and expectations. Managers are approachable, supportive, and available to deal with any issues. The RI must ensure record-keeping systems are effective, so information relating to people's care and the running of the service can be accessed easily.

Care and Support

Managers consider a range of information to decide whether the service can meet people's needs and support them to achieve their personal goals. People and their representatives told us they met with the RI to discuss what they would like from the service before receiving care and support. This gave them the opportunity to discuss what matters to them most. Care and support plans provided by commissioners are available in the service's office, along with other assessments completed by health professionals. These are used to inform the development of personal plans.

People do not have access to an accurate and up to date plan for how their care is to be provided. We found that people have not been given copies of their personal plans, which is an area for improvement and must be addressed. Personal plans also lack detail regarding the steps to be taken to manage risks to people's well-being. There is little evidence they are reviewed as and when needed, or at least every three months. Some personal plans had not been updated to reflect changes to people's care calls. The service is introducing more detailed personal plans that include a summary of reviews and any changes made. However, few have been completed so far. The care planning and review process is an area for improvement, and we expect the provider to take action.

Care workers have a good understanding of people's needs and preferences. They meet people and read their personal plans before delivering care. They also shadow experienced care workers so they can learn more about how people like to be supported. We observed care workers to be calm and confident when assisting people to move around their home. People and their relatives complimented their care workers:

- *"We have a really good laugh... They're all lovely. They always sit down at the end of the call to have a chat before leaving."*
- *"They've been very nice."*
- *"They all know what they're doing... They know what I like."*

Care workers support people in line with their personal plans and make clear, detailed recordings about the care they provide via a secure app. They can review previous entries to check on people's well-being during earlier calls. Managers regularly review care recordings so they can act upon any concerns. The team communicates well, which ensures care workers are kept up to date about any changes to people's care.

People experience a reliable service. Care workers told us they usually care for the same group of people. They use an app to log in and out of care calls. This sends an alert to managers who can check that people have received their planned care. Care workers attend calls when expected and give people the care and time they need. They are allocated enough time to travel between calls and to take breaks. One person described the

service as *“brilliant”* and told us *“They’ve been really good – always arrive on time for every call.”*

The service promotes a good standard of hygiene and infection control. We saw care workers wearing personal protective equipment (PPE) appropriately when providing care. They told us they can access more stock when needed. We saw care workers handling people’s belongings with care. One person told us care workers leave their property *“lovely and tidy”*. Another person said, *“They always clean up after themselves”*. Records confirm that care workers complete training in relation to infection control.

Environment

The quality of the environment is not a theme that is applicable to domiciliary support services as people receive care in their own homes. However, we saw that the service has a small administrative office within a large office complex that can be used for private meetings. The office is suitably equipped. Electronic systems are available to support the delivery of the service. There are suitable facilities for storing confidential information.

Leadership and Management

The service has a comprehensive statement of purpose and written guide that explain how it operates. People know what to expect from the service as the written guide outlines the arrangements for discussing their individual needs. The RI will also implement a policy relating to the commencement of the service, which will explain more clearly how care packages are arranged and how the suitability of the service is determined. The statement of purpose and written guide will also be updated so all information is consistent with relevant legislation and includes staff registration requirements.

The service does not have an effective system for keeping and maintaining records. The RI has made various handwritten records that have not been transferred into paper or electronic files. These relate to pre-service assessments, staff interviews and supervision meetings, formal provider visits and other quality assurance information. Other paper and electronic documents are available within the office but have not been appropriately filed. This makes locating them more difficult and time-consuming. To demonstrate how the service is meeting legal requirements, the RI must ensure there is an effective system in place for keeping records. This is an area for improvement, and we expect the provider to take action.

The manager and RI have provided hands-on care whilst building the staff team. The service has recently recruited new care workers, which will allow managers to focus on their administrative responsibilities. Care workers confirmed their working hours have improved as the staff team has grown. We found that appropriate pre-employment checks are carried out before staff start work. This includes a criminal check via the Disclosure and Barring Service (DBS). The RI assured us record keeping would improve so staff's full education and employment histories are clear and copies of their birth certificates and passports are kept, if available. Care workers feel well prepared for their roles, describing their training as "*wonderful*". The manager and RI will ensure all staff are supported to register with Social Care Wales within the required timeframes.

Care workers know how to report concerns about people's welfare. The service has a safeguarding policy that reflects Wales Safeguarding Procedures and outlines the role and responsibility of various agencies. People receive a service within two counties, so the RI will ensure the policy includes contact details for each safeguarding team. Care workers told us they are briefed on policies and procedures during their induction and given other information about the service. They said, "*Management has an open-door policy... They're very responsive*" and "*They are really trying and are open to suggestions*".

The RI monitors the service closely. Reports completed by the RI show that people have positive experiences overall, with staff "*going the extra mile*". Care workers told us people truly appreciate the personal touches, such as celebrating their birthdays with them. The RI

regularly seeks the views of staff and will include these in their future reports. A quality-of-care review has identified improvements the service wants to make, such as recruiting a more diverse workforce. The RI also intends to engage with people more through feedback surveys. People told us they can contact the RI at any time if they have concerns.

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
15	There is limited information within personal plans with regards to managing identified risks to people's well-being.	New

16	The service has not reviewed personal plans as and when required but at least every three months.	New
17	The service has not given people or their representatives a copy of their personal plan.	New
78	The service does not have an effective system in place in relation to the keeping of records.	New

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