



# Inspection Report on

**Identified Health Care**

**89 Lower Dock Street  
Newport  
NP20 2AH**

**Date Inspection Completed**

01/03/2024

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## About Identified Health Care

Type of care provided	Domiciliary Support Service
Registered Provider	Identified Health Care Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	[First inspection]
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

The service is a small domiciliary care provider with a focus on building person centred relationships within the community. People are happy with the care and support they receive. People experience positive outcomes as a result of their care and support. The manager and Responsible Individual (RI) have good relationships with people and their families as well as the care staff.

Families told us they are confident to approach the service with any requests, compliments, or complaints, and that the provider will take action to address any concerns.

People have clear personal plans which are centred on their strengths. Care staff benefit from clear guidance in how to support people day-to-day. Care staff speak highly of the support they receive to carry out their duties. Care staff receive effective support and supervision from the manager and RI. The RI completes visits to the service and seeks feedback from people, their representatives, and staff.

## Well-being

People experience positive wellbeing as a result of the care and support they receive from the service. One person told us *“They really are excellent, if not among the best and I have been receiving home care for 25 years now.”* People and their families feel confident they can raise any issues, changes, or concerns with the manager and that these will be addressed.

People understand what care, support and opportunities are available to help them to achieve their personal wellbeing outcomes. There is a written guide to the service which contains information to support people using the service, including details about how to contact the service and what to expect during care calls.

People are treated with dignity and respect by their care staff. Some people told us there is a language barrier at times, with staff who are not first language English speakers, but this has not caused any difficulties in providing care and support. We found the service provider considers language capabilities during recruitment.

People’s voices are heard and listened to. One person told us *“What I like is they co-produce with me. Because of my requirements they adapt, and we work together to help to get me ready for my day.”* People are involved in the development of their personal plans and reviews.

People are supported to remain healthy and active within their own homes and local community. People get the right care and support, as early as possible. Care calls are usually on time and care staff communicate any delays to people receiving care and support. The service provider analyses and considers data about call times and duration to ensure that care is provided in line with people’s personal plans.

People are safe and protected from abuse and neglect. The service has clear policies and procedures in place and follows best practice in safeguarding people. The manager and RI have good oversight of any concerns or safeguarding and work well with external agencies to manage these.

## Care and Support

People speak highly of the care and support they receive. One person told us *“The care they provide is brilliant, more personalised than any other care agency I have had before.”* People benefit from personal plans that are clear and informative. Personal plans contain direction for care staff in order to meet people’s day to day needs. We read personal plans which are individualised to ensure they capture what is important to people, as well as what is important for them. Personal plans are reviewed frequently with people and their families or representatives. People told us they feel confident to address any changes with the manager or RI and speak warmly about their support.

Risks and specialist needs are considered in the care planning process. The RI and manager consider people’s care and support plans provided by the Local Authority when assessing and considering providing care and support to people. We saw people’s personal plans and wellbeing goals are in line with the recommendations from external professionals as well as people and their families. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people’s best interests, when required. People are supported to positively manage risks, we discussed adding more detail to risk assessments and are assured by the manager and RI that this will be completed. .

People receive care and support in line with their preferences. We saw call times and durations match those identified in people’s personal plans. Where the provider is unable to arrive on time there is good communication between the service and people or their representatives. Care staff complete call logs to provide an overview of tasks completed at each care call, as well as commentary on people’s wellbeing. The manager regularly audits call logs and notes to identify any patterns and trends and takes action to address any areas of need. The service has a clear policy and procedures in place for the management of medication. The manager identified discrepancies in the recording of medication administration and has introduced new electronic medication records to provide the opportunity for live monitoring and auditing of records. This has improved the quality and frequency of recording.

## Leadership and Management

People benefit from the leadership and management in the service. People told us they have positive relationships with the RI and the manager and feel confident that action is taken to address any concerns. One person told us *“I have spoken to her about things I have picked up that carers have not done, and she has addressed this with the carers. I feel I can call her to discuss things.”* There are adequate governance arrangements in place to support the smooth running of the service. The RI is present and undertakes frequent visits to the service, seeking feedback from people, families, and care staff. We saw the RI completes an assessment of the quality of care and support and prepares a report in which they consider any patterns and trends, as well as set actions for continuous improvement.

There are enough staff on duty to support people effectively. Care staff speak highly about their roles and the provider. Care staff told us there are good opportunities for learning and development, and that they have received good support since joining the service. We reviewed staff training and supervision records which show care staff receive frequent support and supervision from the manager and RI. We saw supervision documentation is in line with best practice, providing opportunities for reflection and discussion on competence and wellbeing. We found training opportunities are tailored to individual needs and there is good compliance in mandatory training courses. The provider has a thorough induction process and ensures staff feel confident to carry out their duties.

Care staff suitably are suitably recruited for their roles. We found some gaps in employment records, but these were rectified at the time of inspection by the RI. We are assured the service follows safe recruitment practices in line with the Regulations. Care staff benefit from the support and experience of the senior team in the service. However, we found that most care staff are new in post and not yet due to be registered with the workforce regulator social care Wales but are working towards the required qualifications. We will be considering this at the next inspection.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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