



Inspection Report on

Danygraig domiciliary care agency

**Glamorgan Care Ltd
Danygraig
Porthcawl
CF36 5SR**

Date Inspection Completed

26/09/2024

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About Danygraig domiciliary care agency

Type of care provided	Domiciliary Support Service
Registered Provider	Glamorgan Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	29th March 2023
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

Danygraig Domiciliary Care Agency provides care and support to people in their own homes in Porthcawl and the surrounding areas.

People are happy with the service they receive and are involved in decisions about their care and support. Care documentation is person centred giving care workers clear oversight of the level of care and support people require. Care documentation is routinely reviewed to ensure it remains relevant to people's evolving needs. People and their representatives speak highly of care workers saying they are kind and considerate.

Care workers are recruited safely and receive training relevant to the needs of the people they support. Care workers say they feel supported by the management and enjoy working for the service. The management team have oversight of service delivery and there are appropriate governance and quality assurance measures helping the service operate smoothly.

Well-being

People are treated as individuals. The care and support provided is person centred, which means it is tailored to meet people's individual needs. Personal plans are developed in conjunction with people and their representatives to ensure people's preferences are captured. Personal plans are clear and concise, setting out the level of care and support people require.

People are treated with dignity and respect. We observed positive interactions between care workers and people during our inspection. Our observations were supported by positive comments received from people and their representatives, who used words like *"polite"*, *"excellent"* and *"very good"* to describe care workers and the management team.

The service supports people to maintain their health and well-being. An initial assessment is completed which considers people's health needs. Support is available to assist people to attend appointments, prepare meals and administer medication. Medication management systems ensure the safe administration of medication. Care workers adhere to the services infection control measures to make sure the risk of cross contamination is minimised.

There are systems in place helping to safeguard people from harm and abuse. Care workers receive safeguarding training and know the process for reporting concerns. Care workers are recruited in line with regulation and receive the required levels of formal support. There is a safeguarding policy, and any concerns or complaints are investigated by the management.

Care and Support

People receive person centred care and support. Personal plans are tailored to each person's individual set of needs and provide care workers with clear instructions regarding the best ways of supporting people to achieve their outcomes. Personal plans also consider risks to people's health and safety. Care workers have access to this information via an online system. This is a live system with any updates to people's personal plans being instantly communicated to care workers. We saw people and their representatives are involved in the development of their personal plans and are routinely consulted on the service they receive through three monthly personal plan reviews. We spoke to the management team about strengthening personal plans by including more information about people's personal history, so care workers have a better understanding of the people they support. The management team assured us they would address the matter.

A range of services are provided, including, amongst other things, support for personal care needs, meal preparation, support to attend appointments and the administration of medication. We looked at medication management arrangements and found there are suitable systems in place. Care workers receive medication training and regularly have their competence to administer checked. There is a medication policy, and the manager completes medication audits to help identify and action any issues. Medication administration records viewed suggest people receive their medication as directed by the prescriber.

There are systems in place to reduce the risk of infection. Care workers receive relevant training and have access to a plentiful supply of personal protective equipment (PPE). People told us care workers always wear PPE when attending to their care and support needs. There is an infection control policy which helps to underpin safe practice.

People and their representatives say they have good relationships with care workers and are pleased with the service provided. People we spoke to said, *"I have an excellent rapport with the carers"*, *"The carers are great, very nice people"* and *"The staff are absolutely wonderful, they're all really good"*. Representatives of supported people also provided positive feedback saying, *"The carers are very nice people, polite and kind"*, *"I have no complaints; the staff are all very nice"* and, *"Things are going really well, there is good continuity of care at the moment"*. We noted there has been a high turnover of staff over recent months, this resulting in additional pressure being put on existing care workers to cover calls. We discussed this with the Responsible Individual (RI) who told us the service had been experiencing difficulties in recruiting and retaining suitable staff. The RI assured us they were working to resolve the matter.

Leadership and Management

Recruitment processes are robust and ensure care workers fitness to work with vulnerable people. We saw the service completes all the required pre-employment checks before offering a potential employee a contract. These checks include Disclosure and Barring Service checks, references from previous employers, identification and employment history checks. Following this process new employees complete a structured induction and get to shadow experienced members of the team. When established in their role, care workers register with Social Care Wales, the workforce regulator. This is done to ensure care workers possess the skills and knowledge required for working in the care sector.

Care workers are trained and developed within their roles. We saw care workers have access to ongoing training relevant to the needs of the people they support. Care workers we spoke to say the standard of training they receive is good. Training records we viewed suggest care workers are up to date with their training requirements. In addition to training provision, care workers are routinely 'spot checked' by the management to make sure they are competent in their roles and their practice is safe. Care workers told us they feel supported by the management. We saw care workers receive regular supervision where they have the opportunity to discuss their work. They also have an annual appraisal where they can reflect on their performance and set development goals.

There are suitable governance and quality assurance measures in place. The RI is involved in the day to day running of the service, is up to date with their regulatory required tasks and has good oversight of service delivery. Every six months a quality-of-care review is completed. This review allows the service to self-evaluate and identify areas where improvements are needed. We looked at the latest quality of care report and found it highlights the services strengths and areas where it can be developed further. We spoke to the RI about strengthening quality of care reports by including more analysis of things such as incidents, accidents, complaints and safeguarding matters. We saw the manager completes monthly audits which consider supported people, staffing arrangements, safeguarding matters and complaints. These audits help to identify any issues and put measures in place to resolve them. We saw evidence complaints are investigated and managed in line with the services protocols. We viewed a cross section of the services policies and procedures and found they are kept under review and updated when necessary. Other written information we looked at included the statement of purpose and user guide. We found both documents accurately describe the service provided.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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