



# Inspection Report on

**Lougher Home Care Ltd**

**Flat 3 Bell House  
The Square  
Caldicot  
NP26 3HY**

## **Date Inspection Completed**

11/07/2024

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## About Lougher Home Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Lougher Home Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	6 September 2022
Does this service promote Welsh language and culture?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Lougher Home Care provides a service that is valued and trusted. People are encouraged and supported to maintain their skills and independence. People feel confident communicating with the manager and staff, and are assured they will be listened to.

Care staff have a good understanding of the needs of the people they support. Staff feel valued and are positive about the service. Care staff are safely recruited and receive good induction and training.

Care staff receive excellent support from the Responsible Individual (RI) and a positive culture exists through the service. There are good management arrangements in place and the RI has good oversight of the service. The RI has effective systems in place to plan, review and audit the delivery of the service.

## Well-being

People told us the care and support they receive is excellent. People have a high degree of confidence in the service provided to them and their loved ones, enabling them to stay living at home where they feel they belong. Written information about the service is provided to all people using the service, along with contact details for the office staff, making it clear the level of service they can expect to receive. People feel confident communicating with the manager and staff, and feel that they are listened to. Personal plans are co-produced and regularly reviewed, ensuring people's circumstances and support needs are understood. Individuals' using Lougher Home Care are treated with dignity and respect.

People get the right care and support, enabling them to maintain their independence. People told us the service is responsive and flexible if people's needs change or if there is an emergency.

People told us they feel safe and protected. People receive a good standard of care and support from care staff who are safely recruited, trained and supported, helping to maintain their wellbeing and personal outcomes.

People are supported to maintain their overall health and emotional wellbeing. People using the service value the positive relationships they have with care staff. Care staff understand people's needs and seek support from management and other professionals when required. Effective medication management systems ensure people's medical conditions are well managed to help support their health and wellbeing.

Calls to individuals using the service are punctual and consistent, Lougher Home Care has a record of zero missed calls.

Lougher Home Care is highly regarded by people using the service, we were told, *"I really do value the support that I get from them. There is nothing that they won't do."* We were also told, *"It's an excellent service. I can't fault them."*

## Care and Support

Personal plans are comprehensive and reflect people's personal outcomes, care and support needs. Lougher Home Care staff assess people's needs and produce personal plans, prior to commencing a service. Personal plans are co-produced with people using the service and their representatives and are regularly reviewed and updated. A representative of someone using the service told us, "*The care plan is reviewed dynamically.*" Changes to personal plans are promptly communicated to staff via the digital planning app, staff told us plans were, "*very thorough*" and they have, "*everything that you need.*" Furthermore, health and social care professionals are consulted when developing personal plans and assessing risks. Risks assessments are in place to identify and minimise individual risks.

Care and support is provided in line with personal plans and risk assessments. Individuals and their representatives have access to plans and daily recordings via the digital portal.

People are supported to maintain their overall health and wellbeing. Staff understand people's health needs and support them to access health services. Care staff obtain appropriate medical assistance for people when they see it is necessary. Medication records are fully completed, regularly audited and the overall administration of medication is effective.

People are kept safe by care staff who have undertaken safeguarding training and understand their responsibilities. Furthermore, the service promotes hygienic practices, and the management of infection risk. Care staff have sufficient supplies of PPE and understand it's use.

## Leadership and Management

The Responsible Individual (RI) has highly effective governance to support the operation of the service. The RI has exceptional oversight of the service, being present in the service several times a week and undertaking a daily review of operations. The RI is described by staff as being, “*Very hands on,*” working calls alongside care staff. They capture extensive feedback from individuals using the service and staff, to assess the quality of care delivery. The RI regularly audits the service, provides feedback to the staff, identifies areas for development and actions to be taken.

Care staff receive frequent supervision which is also used as an opportunity to identify their training and development needs. There is a positive culture within the service, care staff told us they felt valued in their role and confident in the support they receive. A staff member told us, “*You feel well supported in everything that you do, from training to day to day issues that happen.*” They also told us, “*It’s a lovely company to work for.*”

The majority of staff training is up to date and a system is in place for refresher sessions. We were told by staff, “*Training is good. It’s an important part of the job.*” Care staff told us the call schedules are well planned and the manager is receptive to ideas of how they could be improved.

Care staff are appointed following a safe recruitment process. Staff files are well organised and easy to navigate. They evidence checks such as references and Disclosure and Barring Service (DBS) checks.

The RI puts staff wellbeing at the heart of service culture. They are proactive in monitoring the welfare and wellbeing of their staff and provide innovative personalised responses to any situations or matters which arise. A person using the service told us, “*I’m very impressed with how they look after their staff.*” The RI’s openness runs through the service and creates a culture where staff and service users feel confident to express their views and any concerns they may have. We were told, “*The person who owns the business was a carer herself, so understands.*”

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A

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