



## Inspection Report on

**H M Care**

**Pier House  
Pier Road  
Pembroke Dock  
SA72 6TR**

## **Date Inspection Completed**

18/04/2024

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## About H M Care

Type of care provided	Domiciliary Support Service
Registered Provider	helen may
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	16 August 2022
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

People and their representatives are positive about the service they receive. A small team of care workers know people well, understand their needs and support them to live as independently as possible. People and their representatives told us about effective communication with the whole staff team.

The Responsible individual (RI) is also the manager of the service. They are described as accessible and supportive by people who use and work at the service. The RI/Manager has good oversight of the service. They record their discussions with people and staff, complete monthly audits and surveys, which all help to inform their six-monthly quality of care review.

## Well-being

People's individual circumstances are considered by the service. They receive effective care and support to live independently in their own homes. People remain as healthy as possible because the manager involves health and social care professionals when needed. People and their representatives are usually involved in developing and reviewing their personal plans.

People told us they feel safe and have confidence in their care workers. Representative told us *"They (care workers) know what they are doing"* and *"They reassure my [representative] and make them feel happy"*. The service does not offer an 'Active Offer' of the Welsh language but this does not negatively impact people who are currently using the service.

People are protected from harm because recruitment processes and training ensure they get the right support to meet their needs. Care workers receive an effective induction and register with Social Care Wales. People are protected from abuse and neglect because care workers are aware of their responsibilities to raise concerns.

People have a voice and are respected by their care workers. People have an input into the running of the service because the RI regularly discusses the quality of care with them, their representatives and staff. Information from audits and surveys are used to help inform the service's six-monthly Quality of Care Review.

## Care and Support

People receive effective care and support that enables them to live independently in their own homes. People and their representatives told us they are very happy with the service they receive, they describe staff as friendly and caring, one told us *“I can’t sing their praises highly enough”*. A consistent and knowledgeable staff team are guided by effective personal plans. Care workers are positive about the work they do and the people they support, we were told, *“They (people) are brilliant and I enjoy working with them”* and *“The people are lovely, I love them all”*.

People told us they value having the same care workers but understand if things change and will always be told if planned care alters. The service is proactive in dealing with any complaints and concerns, a representative told us *“Any time I have voiced concerns they have got back to me straight away”*.

People and their representatives are usually involved in developing and reviewing their personal plans, they told us, *“They listen when we make changes”* and *“My [representative] can say what he wants and they listen”*. The RI/Manager intends to improve the detail of the documentation that records these discussions. Care workers are also involved in planning to help ensure information is accurate, effective and up to date. Referrals are made to external professionals, such as District Nurses and Occupational Therapists when required.

A small cohesive team of passionate and dedicated care workers are available to meet people’s needs. The service is responsive to any changes to people’s needs and alterations to planned care is discussed with them. People and their representatives spoke fondly about the care workers and describe positive, caring relationships. Representatives told us *“They are caring and nice”* and *“They take their time and they are caring”* and *“They know her really well and even know how she like her tea”*.

The provider has an up-to-date Statement of Purpose and Service User Guide, that are available for people and/or their representatives. There are up-to-date policies in place to guide staff and procedures to promote safe practice.

## Leadership and Management

The RI/Manager has good arrangements in place for monitoring, reviewing and improving the service. They regularly discuss the quality of the service with people, their representatives and care workers. The six-monthly Quality of Care Review uses feedback from people involved in the service and information from extensive internal audits. The RI/Manager intends to use the CIW format for their future quality reports.

The RI/Manager is well supported by a small team of senior care workers, who are responsible for maintaining personal plans, supervisions and rotas. People and their representatives have trust and confidence in the senior team, a representative told us *"I am in inconstant contact with [Senior care worker] asking questions, and they are in constant contact with us "*. Staff told us the RI/Manager is accessible and supportive, A care worker said, *"It's a family feel at the company and we feel really well supported and looked after, I love working with them"*. Systems are in place to ensure documentation is up to date and helpful to staff. A care worker said, *"Care Plans are really helpful and you know what to do and what's going on, we also get messages if things change"*.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring (DBS) checks. New staff receive an effective induction and work closely with experienced care workers before they work independently. A care worker told us, *"My induction was good, I went around with another carer, and she showed me what to do until I felt comfortable and when I was ready I went out on my own"*. Online learning supports care workers to meet people's needs and the service has re-started face to face training. Care workers register with Social Care Wales and gain skills through professional qualifications.

Staff receive regular one to one supervision and an annual appraisal, to plan their work and professional development. Care workers told us they have good communication with the senior team and can discuss issues at any time. Senior staff complete quality checks with care workers to ensure high standards are being achieved. Discussions with care workers, demonstrate an understanding and confidence around reporting concerns and safeguarding. The service has an incentive programme that recognises and rewards care workers for the positive impact they have on people.

### 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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