



## Inspection Report on

**Prime Care Services Ltd (Gwent)**

**Prime Care Services Ltd  
Unit 4 Seawall Court  
Seawall Road  
Cardiff  
CF24 5PQ**

**Date Inspection Completed**

23/05/2024

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## About Prime Care Services Ltd (Gwent)

Type of care provided	Domiciliary Support Service
Registered Provider	Prime Care Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	25 April 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Prime Care Services offers support to young people with varying and complex needs in their own homes and in the community.

People's personal outcomes are consistently met to an excellent standard. People have daily opportunities to engage in activities of their choice, to develop independent living skills improve confidence, social skills, education, and emotional well-being.

This service goes above and beyond to empower individuals to identify their own personal goals and aspirations, and to live a fulfilled life. People are supported in creative ways to have new, enriching experiences. People are very happy using the service and have an excellent and familiar rapport with consistent care staff. Feedback from people's representatives and professionals is exceptionally positive.

Leadership and management of the service is very strong and effective to consistently deliver a very high quality of care and support. People receive targeted support by well-trained, knowledgeable care staff and a management team who go above expectations. We found them to be highly committed and motivated which reflects in their work. Management and care staff have a 'can do' attitude, we found them to be proactive, considerate, caring, and passionate about the people they support. The service has embedded a positive and open staff team culture, where staff feel recognised and valued.

## Well-being

People are valued and their well-being is promoted. The manager and their team are empathetic, showing genuine interest in the well-being and emotions of people. People are approached with compassion and respect. We saw meaningful and close relationships between people and their care staff. People and their families told us care staff are *“fantastic”* and *“we are lucky to have them...it feels like a family”*. Professionals and commissioners told us *“I find Prime Care to be very positive, in their views of people, seeing the person and the solution, as opposed to the problem.”* They also told us *“Prime provide an excellent service and they demonstrate a genuine commitment to the complex needs of the people whom they support, many of whom are young adults.”* One staff member told us *“You end the day feeling like you have made a difference”* and individuals *“are really cared for”*. Another staff member said *“I would be happy for my family member to be supported here”*.

People receive the right care and support as early as possible. The care and support they receive from skilled staff is bespoke and individually tailored. People’s individual circumstances are embedded within their care, they have input into developing a programme of activities they would like to take part in, presented in weekly plans, or for some, completed daily to focus on positive outcomes.

People, their representatives and relevant professionals are fully consulted and included in decisions and any reviews of care that take place. There is very close collaborative working relationships with people’s loved ones and professionals to identify people’s changing needs, risks, goals, and outcomes. The service provider sets very high standards of care and is consistently looking at innovative ways to further enhance the service. The governance and oversight at the service is highly effective and the Responsible individual (RI) and Manager has strong knowledge and visible leadership.

People are protected from abuse and neglect. The service follows safe recruitment procedures for care staff. Supervision, monitoring checks and training of care staff is in place. All staff have a good understanding of their roles, responsibilities, and codes of conduct. There are robust up to date policies and procedures in place including how to report and act in response to a concern about an individual’s welfare. People’s representatives and stakeholders told us they trust the service, communication is very good and are confident management would be responsive to any issues. The service is aware of people who need support from representatives to advocate for them and involves the right people at the right time. There are safe medication arrangements and oversight systems in place.

## Care and Support

People are at the heart of the service, they have choice and control, increased independence and their views are heard. People achieve their goals and outcomes and receive excellent care and support from a dedicated, skilled, and caring staff team. Care staff are highly trained and are matched with the needs of people and their skill set. People receive consistency and continuity of care as the same staff are allocated which enables people to develop relationships based on trust.

Care workers communicate using the most appropriate method for the individual, giving them time to understand and respond. The service provides individualised information for people in a format that they can understand. Personal plans continue to provide excellent written guidance to tell care staff how best to support the individual, because they are highly personalised, comprehensive, and clear to follow. This includes excellent guidance around best communication methods and positive support to prevent emotional distress and frustration for people. Monthly reviews regarding people's views and progress towards their goals are comprehensive, highly personalised and are effectively used to improve care delivery, ensuring a person-centred approach within the service.

People can learn and develop to their full potential and are encouraged and supported to socialise with people that matter to them. The service provider has developed day centre opportunities to involve others in the local community to provide people with a sense of belonging. Within the day centre, people are encouraged to share their interests and hobbies with others. They also receive individually tailored educational sessions to enhance people's skill development. We saw that people do things that matter to them.

There is a strong focus on positive risk taking, and targeted support sessions being completed such as travel training, cooking, money exchange, to promote people to be as independent and autonomous as possible. People using the service can live fulfilling, active lives. People are encouraged to engage and be a part of their community. The service continues to consistently offer opportunities for people to be engaged in exciting events and activities of their choice daily. People go on frequent holidays and are always in the continual process of planning the next holiday.

People experience improved emotional and mental well-being. They are successfully supported during their more difficult times, enabling them to refocus and develop strategies to cope and move on. Thoroughly considered risk assessments identify measures to reduce risk and what symptoms or triggers to look out for, so care staff are aware of early warning signs. Any signs and episodes of distress are robustly documented, shared with the multi-agency team, and appropriately analysed to try to anticipate and prevent future events. Care staff receive specialist training including strategies around preventing behaviours that challenge and how to implement positive behavioural support and enabling approaches.

## Leadership and Management

People benefit from outstanding leadership at Prime Care Limited who lead by example. Management focus on innovation and creative approaches to overcome barriers for people. The lead manager is a strong advocate for those that use the service and demonstrates exceptional insight and knowledge of how best to support individuals in line with best practice. Managers and staff are passionate about inclusion and improving the lives of the people they support. The manager is empowered to make decisions and receives regular support from the Responsible Individual (RI). The RI who is also the owner of the service, financially invests to promote better facilities and opportunities for people using the service.

Quality assurance checks are completed, and the service follows safe and effective recruitment procedures. Care staff follow a robust induction to support them to fully understand their role and responsibilities. New care staff complete shadow shifts with experienced staff which gives them the opportunity to get to know people very well during their induction. Most care staff are now registered with Social Care Wales (SCW) the workforce regulator. There is effective oversight of training compliance. Care staff receive comprehensive training, including specialist training where needed. Care staff are appropriately supervised, which focuses on their personal development, reflective learning, and well-being. There are robust policies and procedures in place which are in line with most recent legislation and best practice guidance. Information is documented robustly and accurately, enabling information to be analysed to identify patterns and trends, reducing risks to people.

Staff are very happy and enjoy working at the service, they feel valued and well supported. One staff member said, *"You feel heard with new ideas and its always taken on board"*. The core values of the service are reflected through the staff team who are dedicated to uphold the rights of young people to help them to meet their full potential. There is an enabling, positive culture at the service, driven by leadership and management, where people and their well-being always need to be at the heart of service delivery. One person's relative said the manager has individuals' *"best interests at heart"*, management are *"always listening"*, *"it feels like a family, we are very lucky to have them"*, *"we know all the support workers really well, we are at ease with them"*. One staff member said, *"The young people are the main concern and keeping staff happy means happy young people"*. Another care staff member said, *"I have never worked for such a great company...it's such a caring company to work for"*. There is a high staff presence at the service and low staff turnover, meaning not many care staff leave the service. Good practice amongst staff is recognised and encouraged with initiatives to retain exemplary care staff. There is also an open recruitment campaign as we were told the service tries to attract and gain new additional staff to the service with the same values and ethos as the company.

### 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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