



Inspection Report on

Newcross Healthcare Solutions Limited (Wales Complex Care - Western Bay)

**7-8 Park Place
Cardiff
CF10 3DP**

Date Inspection Completed

20/06/2024

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About Newcross Healthcare Solutions Limited (Wales Complex Care - Western Bay)

Type of care provided	Domiciliary Support Service
Registered Provider	Newcross Healthcare Solutions Limited
Registered places	
Language of the service	English
Previous Care Inspectorate Wales inspection	14th March 2023
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

Newcross Healthcare Solutions Limited is a domiciliary support service which operates throughout Wales. They provide care and support to people with complex needs, in their own homes. This report is for the Cardiff & Vale, Cwm Taff, Gwent, Powys, Western Bay and West Wales. This is due to supporting 20 people or less in each area.

People describe the service as “*Excellent*.” People told us they receive very good support from consistent care staff who appear well trained and experienced. Personal plans are detailed and regularly reviewed. Some people have been supported to achieve unique and personal outcomes. A knowledgeable and professional manager is in post. People and care staff praised the manager for their level of support and knowledge. The Responsible Individual (RI) regularly gains feedback and completes a Quality of Care Review, this aids in identifying areas of improvement for the service. There are good systems in place to maintain oversight, the service are working towards streamlining systems to make these more efficient and effective. There are several new staff within the service. The service is working on ways to improve communication between staff to ensure everyone knows each other’s roles and responsibilities as well as ensure accountability.

Well-being

People are treated with dignity and respect by care staff who know them well. The service regularly liaises with people and their representative. Reviews are regular where specific outcomes are identified. Individual circumstances are detailed within people's personal plans. The majority of care staff know and understand people and their individual needs very well. People's rights, independence and choice is promoted.

People told us they are very happy with the service. Care staff and people praised the service for their commitment in delivering outcomes. People do the things they enjoy. The service has planned specific events, activities and trips to help the person achieve their goals and aspirations. We saw people's overall health is monitored in daily records. Several systems in place aid in identifying and responding to concerns. The service is working on ways to improve the overall communication within the organisation to ensure that all concerns are brought to attention at the earliest convenience.

There is a safe recruitment process in place to ensure care staff are fit to work with adults at risk. Care staff receive training and most have extremely good knowledge of reporting concerns. People told us they hold good relationships with care staff and are confident raising concerns with the office if required.

Care and Support

Personal plans are extremely detailed and include important information so care staff know how to support the person. Plans can be provided in Welsh if required and some staff who speak basic Welsh wear a badge so they can be identified. Plans promote people's independence, choice, positive risk taking and decision making. One person said "*They take care of me, I always feel they put me first.*" We saw regular meetings are completed so people can discuss and review their care. We found some plans contain so much information they can become repetitive and sometimes confusing. The service informed us they were considering ways to streamline care planning systems to ensure these are as effective as possible. Daily records are in place where care staff record the required information for the individual.

Personal outcomes are clearly identified. We found that an excellent level of commitment and dedication is shown to ensuring people can achieve their intended goals. Some people have travelled abroad on holiday, gone skiing and attend important and personal events. The service considers not just the person but their families and loved ones. The service implements measures in order to provide full time support to people to enable family members to get some respite. Care staff praised the service saying, "*People are really living their life*" and describing their lives as "*Phenomenal.*"

The care management system enables managers to maintain oversight of care provided and alerts them to any concerns such as missed medication. A morning handover meeting reviews each person individually to consider any accidents, incidents, or safeguarding concerns. There is a clinical governance team of nurses in place who aid in oversight and planning to ensure there is a level of clinical expertise for people with complex needs. Risks are identified and specific details provided to reduce risk such as moving and handling. The service has implemented a spreadsheet to maintain oversight of equipment to ensure it is properly maintained.

Leadership and Management

A relaxed yet professional office environment promotes good communication between office staff and management. Staff speak to people with politeness, dignity and respect. Care staff and people praised the manager saying they are trustworthy, honest and they listen. The management team in place have been quick to identify improvements required to enhance people and care staff's experience with the service. Most care staff feel further improvements are required in relation to communication, motivation and the need for better awareness of roles and responsibilities. The manager assured us action would be taken to clearly inform all staff of positions and accountability to aid in the effective running of the service. The service is working on ways to build professional relationships between the staff team, such as team building days.

Safe recruitment checks ensure care staff are suitable to work with adults at risk. The service has invested in new and improved systems that aid in the effective running of the service, including safe recruitment. Care staff complete a unique virtual shift prior to employment. This system enables managers to assess care staff ability and competence. Care staff are extremely passionate, knowledgeable and most are experienced. Most care staff have an excellent awareness of their safeguarding responsibilities. People told us they get along with their consistent care staff well and describe them as "*Brilliant,*" "*Excellent,*" and a "*Lovely bunch of girls.*"

The majority of care staff supervisions are up-to-date. We discussed with the manager the need to ensure these are conducted in a private and confidential space. Some care staff praised the training they receive. One staff member said it was the best online training they had experienced. A variety of specialist training is offered to staff, and this is centred around people's support needs. We did note some competencies were out of date however the manager took swift action to address this.

Information provided by the service, such as the Statement of Purpose, handbooks and policies are good. However, some could provide more specific details, a clear management structure would ensure people and care staff know 'who is who' and what their level of responsibility is. Policies in place provide guidance for care staff and people. These sometimes refer to information and regulators for other countries. This could pose a barrier to people trying to utilise these documents. We discussed this with the service.

Several systems in place aid in oversight. Monthly governance meetings and a 'stay safe' panel enable managers to share and discuss complaints, concerns, accidents and incidents. The RI visits people and staff to gain feedback. The RI also completes a Quality of Care review. This document would benefit from further analysis and evidence to enable the service to better identify what they do well and where the service can develop and improve.

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. 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
80	Full and robust quality assurance monitoring is not being reported for each operational footprint. The six-monthly Quality of Care report completed covers all four operational footprints.	Achieved

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