



## Inspection Report on

**Arise Nursing**

**The Vicarage  
Old Cardiff Road  
Newport  
NP20 3AT**

## **Date Inspection Completed**

29/02/2024

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## About Arise Nursing

Type of care provided	Domiciliary Support Service
Registered Provider	Marwari Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">First inspection of the service under The Regulation and Inspection of Social care (Wales) Act 2016</a>
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

Marwari Limited is registered with CIW to provide domiciliary support services in Gwent and in Cardiff and the Vale. This was their first inspection since the service, Arise Nursing was approved.

In addition to the regulated domiciliary support services, Arise Nursing also supplies temporary staff to health and social care settings.

The regulated service is overseen by a responsible individual (RI) who also undertakes the role of manager. The current size of the service enables them to fulfil both roles. As such they are involved in the day-to-day running of the service, and they know all staff and the people the agency supports.

We found they have introduced sound systems to get to know people's needs, to plan the care to be provided to them, to deliver the service and then to review the care provided. Robust processes are in place to safely recruit staff.

The feedback we received and have had sight of shows staff and people who have used the service are complimentary towards it.

## Well-being

Individuals receive the support they need and want. Arise Nursing ensures they get to know people, their needs, their likes and dislikes and how they want to be supported before the service starts. People who are supported by Arise Nursing are supported by care workers they know. The service provider gives people an introduction letter when they start using the service which outlines the services provided and contact details for the agency.

People are supported to remain as healthy as possible. People's care documentation shows their well-being and healthcare needs are listed with detailed instructions care workers must follow when supporting people. The support provided by the agency includes supporting people with personal care, support to eat and drink well, and support to take their medication. Staff watch out for changes in people's health, keep records and alert relevant external professionals when required.

The service provider has introduced systems and processes to keep people safe. Care staff are trained in safeguarding and have clear policies and procedures to guide them. The service provider carries out risk assessments and when risks are identified they draw up detailed support plans. They also ensure the correct equipment is in place so that care workers can support people as safely as possible. There are robust processes in place to recruit staff and comprehensive checks are completed before a person is employed.

## Care and Support

People receive the care they require. The feedback the provider has received shows people who use the service and their relatives are very satisfied. We will consider this further as the service grows and we next inspect.

The provider considers a range of information about prospective service users before they commence providing support. They review assessments and plans drawn up by commissioners and external professionals. They then carry out an initial assessment during which they gather further information from people and their relatives. They use all the information gathered to draw up people's care and support plans. These list areas in which people need care and support, tell care workers what people like and dislike and how they want to be supported. The provider also carries out risks assessments and, when necessary, steps to minimise risks are detailed in plans.

Care staff use an electronic care monitoring system to record the care and support they deliver each day. A medication administration record is completed when they support people with their medication. We saw the manager audits the daily records completed by care workers. They use the information they gather from the records and from the feedback they get from people who use the service and their relatives to review care plans. This ensures plans remain current and relevant.

## Leadership and Management

People benefit from a service committed to providing a high-quality service. The RI also undertakes the role of manager. They are registered with Social Care Wales. They are involved with the day-to-day running of the service. We noted at present they know all staff and the people the agency supports. In addition to the direct management of the service, they carry out quality assurance activities which enable them to maintain oversight of the whole service. They are also actively promoting the service with a view to expanding it.

People are supported by staff who are vetted, trained, supported and developed. The records we examined show the provider carries out robust checks when recruiting staff. New staff receive an induction, and all staff receive training relevant to their roles. Staff speak highly of the manager and of the support they get from them. One person told us *“What I truly enjoyed about my experience at Arise Nursing is the invaluable opportunity I had to shadow, receive supervision, and receive continuous support every step of the way while delivering care to the service user.”* Another person told us they would highly recommend the agency because the service provided is person centred, there are training opportunities, the manager is accessible and there is ongoing support.

### 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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