

# **Care and Social Services Inspectorate Wales**

### Care Standards Act 2000

### **Inspection Report**

## **Wrexham Social Services Home Care Service**

Greenacres 82 Rhosddu Road Wrexham LL11 2NW

Type of Inspection – Focussed Inspection Date(s) of inspection – 19 March 2013 Date of publication – 3 May 2013

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## Summary

#### About the service

The agency is operated by Wrexham County Borough Council and is registered with Care and Social Service Inspectorate for Wales to provide personal care to people in their own homes. The service is well managed and run from their offices on Rhosddu Road Wrexham. The offices are within walking distance of the main town for visitors who may want to discuss the service. There is wheelchair access to the offices.

The responsible individual is Andrew Figiel. The registered manager, Ann Chadd is registered with the Care Council for Wales as required.

#### What type of inspection was carried out?

A scheduled unannounced inspection was carried out on 19<sup>th</sup> March 2013. This inspection was carried out using the information provided on the self assessment form, discussion with 3 members of staff, examination of documentation within the office, contact with 3 people receiving a service to obtain their views of the care provided. In addition, questionnaires were sent to people using the service, professionals, relatives and staff. The information gathered is referred to in this report.

#### What does the service do well?

The agency provides a reliable and flexible service to people in the community.

#### What has improved since the last inspection?

A new computerised system is in place that links staff to the office using a mobile phone and provides details of calls made and would alert management staff that a call was late and safeguards staff who work alone. Staff are provided in the office weekends.

Six members of staff have completed Preparation to teach in the life long learning sector, two staff have completed key trainer training which allows them to train other members of staff of the agency. Some staff have completed competent persons training in order to supervise staff appropriately.

#### What needs to be done to improve the service?

No non compliance issues.

# **Quality of life**

Overall CSSIW found that staff provide the support needed and with dignity and respect. Care workers provide support and assistance to people with a range of needs, and provide a service that respects confidentiality, security and privacy.

The care needs, wishes, preferences and outcomes for each individual person are incorporated in their service delivery plan. This is because a service delivery plan for the provision of care is developed and agreed with each person using the service and this provides the basis for the care to be delivered. The people spoken to confirmed that they are asked about the care they would like and this is reviewed and changed when needed. The questionnaires returned were all positive, people using the service find staff provide their care as detailed in their care plan. The people spoken to said that staff are friendly, cheerful, very caring and they know who will be calling. They said the service was provided is great, reliable and they could not manage without this support.

The personal information of people using the service and their relatives or representatives is handled appropriately and personal confidences are respected. Staff respect information about individuals or their representatives that is confidential and handle such information in the best interests of the individual. This is because a policy is in place, staff training is provided and staff sign a confidentiality statement to show they understand it and will comply with it.

People receive a flexible, consistent and reliable personal care service. This is because staff arrive at the person's home within the time band specified and perform the tasks specified in the service delivery plan. The agency ensures that there is continuity in relation to the care workers who provide the service to each person. Care workers are only changed for practical reasons, for example, a care worker is sick, on holiday, undertaking training or has left the agency. People are provided with the contact details for the agency during office hours and when the office is closed if they have any queries.

Staff are provided with appropriate training to meet the needs of the individual. Six members of staff have completed preparation to teach in the life long learning sector (Petals), two staff have completed key trainer training which allows them to train other members of staff of the agency. Some staff have completed competent persons training in order to supervise staff appropriately.

# **Quality of staffing**

CSSIW did not consider it necessary to look at the Qual because the details provided in the self assessment of slow turnover of staff and that management remain common this theme will be considered during future inspections.	service indicate that there is a

# **Quality of leadership and management**

CSSIW did not consider it necessary to look at the Quality of leadership and			
management on this occasion because no changes had taken place since the last			
inspection. The manager is qualified and has the necessary experience to manage a			
care agency. However, this theme will be considered during future inspections.			
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Quality of environment				
Staff provide care in the home of the person using the service. The manager ensures that a health & safety assessment of the environment is completed to make sure the environment is safe for the individual and for staff visiting the home.				

**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

**Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

**Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

Talking with people who use services and their representatives

Talking to staff and the manager

Looking at documentation

Observation of staff interactions with people and of the environment

Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, <a href="Improving Care and Social Services in Wales">Improving Care and Social Services in Wales</a> or ask us to send you a copy by telephoning your local CSSIW regional office.