



**Care Inspectorate Wales**

**Care Standards Act 2000**

# **Inspection Report**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg / This report is also available in  
Welsh**

**Age Cymru Gwynedd A Mon**

**Caernafon**

**Type of Inspection – Full**

**Date(s) of inspection – Thursday, 8 November 2018**

**Date of publication – Monday, 28 January 2019**

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## Summary

### About the service

Age Cymru Gwynedd a Mon is a service, which provides domiciliary care amongst several other services for older people, people with physical and learning disabilities and sensory loss or impairment. Six people currently receive personal care from the service.

Age Cymru Gwynedd A Mon has appointed a responsible individual for the company. There are two managers, who are registered with Social Care Wales. The agency offices have been relocated to a village on the outskirts of Caernarfon, which is easily accessed by the public.

### What type of inspection was carried out?

We, Care Inspectorate Wales (CIW), undertook a full inspection, which took place on Thursday 8 November 2018 between 9:00am and 3.45pm. This was a scheduled, baseline inspection which focused on the quality of life, quality of staffing, and quality of leadership and management

The information for this report was gathered from the following sources:

- Telephone discussion with one person using the service.
- Telephone discussions with three relatives of people using the service.
- Telephone discussions with one care worker.
- A brief discussion with responsible individual.
- A discussion with one manager.
- A sample of records in relation to three people who use the service.
- A sample of staff records.
- Bilingual versions of the Statement of Purpose.
- Bilingual versions of service policies.
- Service business plan.
- Copies of the minutes of the previous two months service meetings.

### What does the service do well?

The service provides consistent care, which provides at least an hour of care as a minimum. The service is proactive in reviewing peoples' care plans are reviewed in a timely manner and adjusted when required.

### What has improved since the last inspection?

The service provides formal documented supervision to care workers, on a quarterly basis.

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

We did not identify areas for improvement on the day of inspection.

## Quality Of Life

People have control and are enabled to make choices, are being treated with dignity and respect and having their individual identities and routines recognised and valued. One person told us *"I don't know what I would do without the care I receive"*. Another person told us, they receive up to an hour of personal care a week and they also helped with cleaning. We spoke with one care worker who told us they enjoy the work and were able to take their time providing the care *"there are no half hours, we have the time to care for people properly without rushing"*. They told us they assisted people by providing personal care, cleaning and taking people to wherever they needed to go including, shopping, or health appointments. They said, *"it depends what people chose to do"*. We spoke with one manager who told us, *"the care provided under the 'home care umbrella includes, sitting with people, shopping, personal care, outings and appointments; we want people to feel and be independent from having to ask friends and family, so we try to assist them where we can"* People feel they belong and have safe and positive relationships.

People are settled and comfortable with staff who know them well and give them consistent and continuous care and support. All people, we spoke with, told us they receive care from the same care worker. One person told us, *"the carer is a god send"*. They told us they received personal care from the same care worker everyday. A family member told us *"we sometimes feel our carer needs to take a day off as they are here everyday."* We spoke to the care worker, who told us their job was *"absolutely brilliant"*. They said *"I wouldn't work anywhere else"*. The manager informed us, *"we try to keep people with the same carer and if they are on holiday, we aim to ensure the same cover carer steps in. We don't want a stranger providing personal care, as this can upset people"* People are happy and content.

People are encouraged and supported to make healthy lifestyle choices and to access the right treatment and medication for their condition. One person told us, the carer assisted them to go shopping on a weekly basis. Another person told us, they were assisted to attend the local hospital for physiotherapy once a week. We reviewed their file, which showed evidence this took place once a week, to assist and to maintain their mobility. The information recorded also indicated they received foot care; an additional service to the domiciliary care they were receiving. The manager informed us, this is a service which Age Cymru are in the process of developing, because several people seem to request this service. We viewed three care files, which indicated the care provided is thoroughly assessed and reviewed according to individual needs. The manager said *"we aim to ensure people are supported to live as healthy and independent life as possible"*. People are as healthy and active as they can be.

People who need it are able to receive a service in Welsh. (Active offer). We spoke with one person who was first language Welsh. We were informed by the service manager; the majority of people who received personal care are first language Welsh. They told us, the service operates through the medium of Welsh. We viewed service documentation including, staff employment pack, Statement of Purpose, and several

policies; all the documentation was available bilingually. We heard several discussions and phone calls while we inspected which were in both Welsh and English. We were informed, service team meetings were held in Welsh, given most staff were first language Welsh. We viewed the minutes of the September and October meetings 2018. The templates were bilingual and the records were written in English. People can receive a service in Welsh.

## Quality Of Staffing

People are as safe and as well as they can be because they receive proactive, preventative care and support and their wide range of needs are anticipated. People told us they knew their care workers well. The manager told us, staff were very good at reporting any changes in health needs and the service ensured they reviewed these and updated the care and accompanying documentation as and when required. The care files we viewed, contained feedback questionnaires by people who received the service. One questionnaire described the care as "*Excellent*". Another questionnaire stated "*Both carers I've had so far have been very kind, friendly and thoughtful*". The files indicated, care workers were proactive in reporting any changes in health needs and demonstrated the documentation was updated when reviewed on a six monthly basis, or when required. The manager said "*People get to know their carers and the carers know the people they care for*". People have a good relationship with staff.

People receive timely, appropriate, person centred care. One person told us they received care at the same time, every day, by the same care worker. The files we viewed showed evidence this was the case; the visit timesheets indicated the care times allocated included a minimum of one hour per visit. A family member told us, they received extended care hours where the care worker visited later in the evenings than usual. They said "*I really rely on Age Cymru for the help and could not manage without this service*". One care worker told us, they did not do less than an hour of personal care. The manager said "*the difference we make is fantastic, I am confident we are doing a good job*". People receive the right care at the right time.

People are actively engaged in making decisions about the service they receive and the way they spend their time. One person told us they were involved in planning their care with the service. The manager informed us they undertake an assessment of need with people (and their families, where applicable) before they receive personal care. The care files seen, contained initial assessments of need, service plans and risk assessment, with requested care tasks; people or their family member/s signed all documentation. We saw daily notes had been signed and dated by care workers, during each visit. Care workers told us people inform them when their needs changed or if they needed any change to their care pattern. The manager said "*people's needs can change from week to week so it is important we are informed of any changes, so we can aim to accommodate people*". They told us, carers are very good in reporting this. People's individual needs and preferences are understood and anticipated.

## Quality Of Leadership and Management

People are aware of the lines of accountability and leadership and the registered manager is visible, approachable and responds to concerns. The service had not received any concerns since the last inspection. We spoke to the manager, about their response to any concerns, including incidents or safeguarding. They told us they aimed to respond to such issues as a matter of priority in order to ensure matters were dealt with in a timely manner. They showed us their incidents file, which showed evidence the information recorded was consistent with the information reported to CIW. One person, who uses the service told us *"The service are good at dealing with any issues straight away, really"*. We were shown copies of the previous service/team meetings; the manager explained, the template has been prepared so that issues arising could be reviewed during each meeting, ensuring appropriate action could be taken, in a timely manner by an allocated officer. We found evidence in the minutes, this was taking place and management had efficient oversight of this. People, including staff, are able to express their concerns.

The well-being of staff is a priority for leaders and managers with investments and support provided. While we inspected, we observed the manager take several phone calls from care workers. We saw they were available, responsive and had an approachable manner. One member of staff told us they receive good support from the service. They told us, *"They always make sure I am OK"*. They told us they received supervision from the manager on a *"quarterly basis, but they are always available if I need to check something or need support"*. We reviewed staff files, which showed evidence staff were receiving supervision on a quarterly basis and appraisals on an annual basis. The documentation, were written in a respectful and complementary manner and were signed and dated by both management and staff. Staff can access and gain support from management to enable them to manage and improve people's well-being.

The service has a proactive approach to the learning and development of staff and ensures that training is relevant to the individual needs of the people they are caring for. The manager informed us, all staff undertook the "All Wales Induction Framework". They told us *"I don't want to start anyone until all the necessary training is complete and checked"*. They showed us the files of the staff who were in the process of undertaking this process and told us, all staff discussed these within team meetings and supervision and read the relating policies and procedures; staff sign the documentation, once they were confident, they were familiar with them. We saw evidence of this within the team meeting minutes, supervision records and policy documents. We were shown a copy of the training matrix for care workers, which highlighted the dates staff had or were to attend the training provided. Staff files contained certificates and evidence of the training title and dates attended by care including manual handling and safeguarding. We found evidence within their files, staff, who were caring for people with specific needs, would attend training in this field, for example 'Dementia awareness'. People benefit from an efficient service, where best use is made of resources

The service is embedded in strategic and operational planning and draws on regular quality assurance procedures. We found evidence; the service is keen to ensure quality during staff recruitment. They had a clear process whereby a staff checklist was monitored when care workers were recruited. We were informed, the responsible individual was based on the service premises, was present most days and therefore had thorough oversight of the quality assurance process of domiciliary care and other services provided by the agency; we met them in their office on the day of inspection. The manager and responsible individual told us they checked all files of people receiving domiciliary care, every two months. They told us, due to there being only a small number of people receiving the service, they knew when care reviews were due and updated them accordingly; we found evidence of this on the day of inspection; all care reviews we viewed were reviewed and updated on a six monthly basis, or where required. They also informed us they send questionnaires to people and their families for feedback, with the aim of improving the service. We saw evidence of the questionnaires in peoples care files; the sample we viewed demonstrated the feedback was positive. We were informed, the team meetings was another way in which the service monitors the quality of care. The format of the meeting template demonstrated, the service is proactive in monitoring actions for improvement and ensuring issues arising are identified and actioned. The service not only provided a high quality service, they also were keen to identify any areas of need, in regard to people's preference; these included meals on wheels and also foot care. These being areas which the service was currently looking to develop following requests by people using the service. The responsible individual informed us, they were in the process of establishing what regulations surrounded these services. We were provided with Age Cymru's business plan; this was an additional tool to monitor the progress of the service, in line with the Statement of Purpose, which was up to date and clear. People receive high quality care from a service, which sets high standards for itself, is committed to quality assurance and constant improvement.



## Quality Of The Environment

The premises were easily accessible to all people, including people receiving the domiciliary care service and other services provide by Age Cymru Gwynedd a Mon. The entrance hall was warm, clean and welcoming.

There was adequate room throughout the building for storage and rooms available on ground and first floor, for meetings and training.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. 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.

- **Focused 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. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused 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, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by contacting us.