



Inspection Report on

Rachel Cares

**Pool Farm
Bridgend
CF33 4PT**

Date Inspection Completed

16/08/2024

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About Rachel Cares

Type of care provided	Domiciliary Support Service
Registered Provider	Rachel Cares LTD
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	15 th February 2023
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

Rachel Cares provides an excellent level of care and support to people who access the service. People are supported and cared for by a dedicated team of care workers who know people's needs well. People speak highly of care workers and the management saying, *"they always go over and above"*. Personal plans are outcome focused and developed in conjunction with people and their representatives. Risks to people's health and safety are assessed and managed. Personal plans are routinely reviewed to ensure information recorded remains relevant.

There are strong governance and quality assurance measures helping to drive improvement. The Responsible Individual (RI) has good oversight of service delivery and regularly meets with people and care workers to gather feedback. Quality of care reviews are routinely held to assess service provision. Effective recruitment systems ensure care workers are suitable to work with vulnerable people. An ongoing programme of training and development equips care workers with the skills and knowledge needed to provide good quality care and support. Care workers say they feel supported and valued by the management and enjoy working for the service.

Well-being

People are protected from harm and abuse. There are policies and procedures in place helping to underpin safe practice. These documents are kept under review and updated when required. Care workers are safely recruited and benefit from a programme of ongoing training and development, keeping them sufficiently skilled. Care workers we spoke to understand their safeguarding responsibilities and know how to raise concerns. People have personal plans highlighting their needs and any risks to their health and safety. There is a stable team of care workers providing care and support, they know the people they support well and can recognise changes in people's presentation and report accordingly.

Arrangements are in place helping to ensure people's voices are heard. People are involved in developing their personal plans and have ongoing opportunities to express their wishes regarding the care and support they receive. Satisfaction surveys are routinely distributed to people so their views on service provision can be collated. The RI regularly meets with people to discuss the service they receive.

People are treated with dignity and respect by consistent care workers they know well. People told us they have good relationships with care workers. This was supported by observations we made during our inspection. We saw care workers interacting well with people showing warmth and kindness. Representatives of supported people speak positively of care workers and the management using words like *"very gentle"*, *"respectful"*, and *"very supportive"* to describe them.

The service considers people's overall health and well-being. Care workers have access to information in relation to people's health needs and receive specialist training if required. Care workers monitor people closely and report any concerns. Support is available for people with medication needs and there are measures in place ensuring medication administration is safe.

Care and Support

People receive high quality care and support. The service adopts a person-centred approach to care delivery. We saw personal plans are produced and reviewed in conjunction with people and their representatives. This evidences people are consulted about the care and support they receive, with their thoughts and preferences being considered. Personal plans contain detailed information regarding the care and support people require, whilst also highlighting people's personal outcomes and what they want to achieve. Personal plans contain risk assessments identifying risks to people's health and safety and strategies for keeping people safe. As well as documenting people's routines and the day-to-day care and support they require, personal plans also detail people's personal histories, giving care workers an insight into the lives of the people they support.

The service uses an online, electronic system to store people's personal plans. Care workers have access to this information via handheld devices. This system allows any changes to people's care documentation to be instantly communicated to care workers, keeping them up to date with all relevant information. The system also allows the management to monitor service delivery as it gives instant access to daily recordings and tracks care workers whereabouts. People's relatives can also have access to this system by request, enabling them to have oversight of the care and support their loved ones receive.

The service provides good continuity of care. This is achieved by its ability to retain staff. People told us they have regular care workers who are familiar with their needs and routines. We received complementary feedback from people and their representatives regarding care workers and the management. One person said, *"The carers are wonderful, they're all very nice people"*. Another person told us, *"The manager is very good, her knowledge is very wide ranging, and she is very obliging to requests"*. A representative of a supported person commented, *"The carers are excellent, and the management are very supportive of family members, they go above and beyond to support us"*.

People are supported to maintain their health. Care workers have access to detailed information about people's health needs and receive specialist training when required. Care workers monitor people's overall health and well-being and report any concerns to the relevant professional for support or advice. Medication management systems ensure medication is administered safely as prescribed. There is a medication policy and care workers receive relevant training. Spot checks are conducted to assess care workers competency in administering medication. Medication administration records are completed correctly, and regular medication audits ensure any discrepancies are identified and actioned.

Leadership and Management

People receive a service from a provider dedicated to the delivery of high-quality care and support. Strong governance and quality assurance systems help the service run smoothly, reflect and develop. People, their representatives and staff express their views on the service via satisfaction surveys. The RI also gathers feedback during regulatory required visits. The feedback obtained is used to measure the services performance and to inform improvements. Every six months a quality-of-care review is held. This review helps the service self-evaluate by identifying its strengths and areas where it can develop further. In addition to these measures, routine audits are conducted to ensure any issues are identified and quickly addressed.

The service shows commitment to supporting and developing staff. Care workers have access to a programme of training and development tailored to the needs of the people they support. Care workers we spoke to say the standard of training provided was good. Regular team meetings are held to keep care workers informed and to discuss operational matters. Care workers also receive one to one support from the management in the form of three-monthly supervision sessions and an annual appraisal. Records we viewed confirm care workers receive the required levels of formal support. Care workers provided positive feedback regarding the management of the service. One said, *"I haven't got a bad word to say about the manager, she is very supportive"*. Another care worker told us, *"The management are wonderful. I feel fully supported and respected"*.

Processes are in place to ensure care workers are safely recruited. Records we examined confirm the service completes all the necessary pre-employment checks prior to offering a potential employee a contract. New care workers complete a structured induction where relevant training is provided, expanding their knowledge, skills, and their understanding of the needs of supported people. Shadowing opportunities are also provided where care workers get to work alongside experienced members of the team, helping to prepare them for their roles. Staffing levels are sufficient allowing the service to comfortably fulfil its contractual obligations.

Written information is available explaining to people what the service offers. The statement of purpose and service user guide give an overview of service provision and needs catered for. Other information such as the complaints process, the availability of advocacy services and a list of useful contact numbers for agencies such as Citizens Advice and Age Connects are also included. We found both these documents give an accurate description of the service provided.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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