



Rachel Cares LTD

6 Monthly Report

- **REPORT A**

- Care Review Report**

- for period 1st April 2023 to 30th September 2023

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Quality of Care Review Report

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Introduction

Rachel Cares Ltd is registered as a domiciliary service (adults) with Care Inspectorate Wales (CIW). At Rachel Cares we take our responsibilities for quality of service, conformance to standards and regulations very seriously.

Under regulation 76, arrangements are in place to obtain views from clients, their families / representatives, and staff on the quality of care and support provided and how this can be improved.

The agency demonstrates the performance of its staff and its service through a number of ways such as:

- **Client Feedback:** clients and their families/representatives are asked their views through regular feedbacks (verbal (telephone, face to face) and written (email, letter))
- **Client Review meetings**, which are carried out every 3 months or if required before due to change of needs),
- **Client satisfaction questionnaires.**
- **Staff monitoring and supervision:** Staff are monitored on a regular basis through spot checks, feedback from supervisions and satisfaction questionnaires.

The quality review report seeks to determine the extent to which people who are in receipt of services have their rights met and can achieve their personal outcomes through the service provided using the following questions:

- 1) **Do people feel their voices are heard, that they have choice about their care and support, and opportunities are made available to them?**

Providing care and support in the community, Rachel Cares (management and staff) has responsibility for providing good quality social care by ensuring good service delivery and promoting good outcomes for individuals who use our service. This is carried out in a person-centred way and promoting well-being.

Our key principles:

- Working with clients, supporting them to feel that they are at the centre and have ownership of their care and support with us. This includes control by the individual over day-to-day life (including care and support provided and the way it is provided).

- Awareness of the cultural and religious needs of individuals who use our service and provide care and support that meets these needs. Examples include food choice and preparation, enabling people to dress in accordance with their culture or religion.
- Working with a dialogue that operates an open and honest way that leads to and supports trust, confidence, and respect.
- Ensuring the concept of 'meeting needs' is recognised that everyone's needs are different and personal to them.
- Ensuring the individual's views and wishes are critical to working in a person-centred way.
- Ensuring staff are confident, well trained and are engaging with clients etc.
- Ensuring clients are supported to feel confident and able to engage with us.
- Ensuring to continue during the assessment process we gather all the information from the client, their families and representatives regarding their health and care needs. Seeking their views and wishes and how they want to be supported in their own homes, ensuring this information is transferred on to a detailed care plan which is personalised and written in the client's own words, reflecting choice and opportunities.
- Ensuring to continue to deliver high standards of care that we have enough staff are appropriately trained. We have a learning culture which supports training and development of staff. This means keeping up to date through on-going training and learning.
- Ensuring supervision is carried out as is a key tool in ensuring accountability, support, learning, professional development, and service development, as supervision provides an opportunity for the worker to reflect on practice.

Evidence of the extent to which rights of individuals who use our service are being met

As part of our governance, we seek and act on feedback from individuals using our service. We also seek feedback from those acting on behalf of clients such as families, representatives etc, staff and external agencies such as social workers, nurses, GPs etc so that we can continually evaluate our service and drive improvement.

We will present questionnaires to all clients and staff on an annual basis. These questionnaires will be completed by clients, families / representatives, and staff. The results of questionnaires will be analysed and presented in the Quality Assurance Annual Reports.

Care plans are reviewed every 3 months and evidenced. Some care plans have been reviewed before the 3 months due to change of needs and evidenced. The care plans are detailed in a person-centred way of how the client wants their needs met.

Risk assessments are reviewed every 3 months and evidenced. Some risk assessments have been reviewed before the 3 months and evidenced.

Staff files are regularly reviewed and well evidenced with regards to training and supervision. This demonstrates that staff are being appropriately trained.

Direct quotes from clients; their families / representatives and professionals: -

Whilst we continually receive verbal positive feedback on the services and care we provide, we can also evidence written feedback as follows for the first six months of year 23/234:

20 compliments noted during this reporting period including the following:

- *'..a lovely few days with mum, your team really are doing a wonderful job'*
- *'..to our wonderful extended family. Thank you for all of your hard work and care.'*
- *'...thank you for everything you and your team have done xx'*
- *"Rachel Cares are a professional company who allow my father to keep his independence and stay at home. As his Parkinson's has progressed so has the package of care. The carers we deal with on a daily basis are a credit to the business. They have taken the time to get to know my father and his interests, they ask him about his grandchildren, even learning their names. The manager is always available at the end of the phone if we need changes, additional care or advice. I would 100% recommend Rachel Cares, so much so that I already have and my neighbour is now using them."*
- *"We are so very glad we contacted Rachel Cares to help look after our dad. All the staff are extremely kind, caring and dedicated, and treated dad with the greatest dignity and respect during the time they spent with him. They looked after him for the last 14 months or so of his life, and their visits really brightened his day. His needs increased as the months went by, but the carers met them with great compassion, gentleness, kindness and patience, and made his life so much easier. They were always there whenever we needed any advice, and were available to help us whenever we asked. We will be forever grateful to them for all they did for our dad, and for us. We know that you could not find a more caring, professional team of people, and would tell anyone looking for care for a relative that they would be in the safest of hands with Rachel Cares."*
- *'We just wanted to say thank you to you for all your help with Dad over the past year....All the staff were amazing and showed great kindness and compassion. We could not have asked for more, and will be forever grateful.'*

Summary

The quality of our service is paramount importance to us, as the business plan is for the quality of service to be the main aspect that differentiates us from the competition. We believe that meeting the requirements, needs and expectations of our clients is the ultimate measurement of quality. The extent to which people feel their voices are heard, that they have a choice about their care and support and their opportunities available to them will continue to be achieved by:

- Listening to clients and understanding what it is they want and why.
- Engaging our clients' in creating and sharing standards, processes, and best practice
- Continuously striving to improve quality of our services through:
 1. Providing the highest level of client satisfaction of the care and support we provide.
 2. Creating and sustaining effective partnerships with our clients
 3. Raising expectations, aspirations and standards
 4. Listening and being responsive to all of our clients
 5. Championing continuous improvement

We are an agency that wants to grow but at a controlled pace, that enables us to maintain the 'family' atmosphere and close teamwork with our staff. We will always ensure that even in periods of growth , we will plan thoroughly to ensure we have adequate staff resources to enable us to deliver high quality care and support.

To continue to drive improvement we need to continue our positive workplace culture with the right staff, with the right values which is achieved through good learning and development opportunities.

2) Are people happy and supported to maintain their ongoing health, development, and overall well-being?

We use the social model of disability, which positively promotes choice, control, dignity, equity, opportunity, and participation.

We work in a holistic approach that considers things such as related health issues; well-being; personal and social factors such as isolation, confidence, and community life.

Our key principles:

- Working with clients exploring the issues and problems affecting their daily health and wellbeing, regarding the Wellbeing Act 2016.
- Ensuring the health, well-being, independence, and rights of individuals are at the heart of care and support we provide.

- Ensuring people are treated with dignity and respect, and safe from abuse and neglect.
- Ensuring our clients are achieving outcomes that matter to them.
- Ensuring to work in partnership with clients' and others involved in their care and support to consider what other support might be available from wider support network or within the community in meeting the outcomes the individual wants to achieve – looking at the individual's life holistically.
- Ensuring to continue to promote social participation for our clients to attend social activities that optimised their health and wellbeing.
- Encouraging and supporting to provide access to resources and advice.
- Signposting and supporting clients to manage their conditions on day to day life.

Evidence of the extent to which people are happy to maintain their ongoing health, development, and overall well-being.

As part of our governance we ensure we deliver the right level of support and care whilst recognising that people's needs fluctuate. The care plans are carried out in accordance of the individual's wishes that will make a difference to their health and well-being.

We do this by:

- Engaging with clients and their families/ representatives
- Ensuring people to be at the heart of the decisions about their health and wellbeing
- Working with key community and third sector partners to ensure a person-centred approach while getting the most from all resources

This approach allows a more co-ordinated, integrated way of working. Also, it builds on existing core services such as primary care, and district nursing.

- Ensuring staff individually and collectively have the skills, knowledge, and experience to deliver the care to meet the individuals' needs.

Summary

Promoting wellbeing is vitally important involving individual identity and self-respect. We will continue to improve outcomes by:

- Ensuring to continue that care staff have sufficient time to carry out their work and dignity of the client.,
- Ensuring to continue to promote an attentive service culture in which the client is listened to, and their needs are noticed and carried out.

- To continue to encourage clients to engage in the wider community participating in existing activities and services. Some of our clients are currently participating going for walks, going out for a meal, coffee and cake or simply companionship in their own home.
- Ongoing communication with clients and people involved in the care and support is fundamental to taking the right decisions at the right time. It enables decisions to be altered over time to reflect people's changing needs.

3) Do people feel safe and protected from abuse and neglect?

Our clients and staff have a right to be protected from abuse or the risk of abuse, discrimination, and harassment.

Our Key Principles

- Ensuring that there are robust policies and procedures in place such as safeguarding and whistleblowing and are up to date and effective.
- Ensuring staff are adhering to policies and procedures.
- Ensuring that our systems and procedures support effective safeguarding practice in our service.
- Ensuring there are appropriate arrangements in place to enable clients and staff to access help in crisis and emergency.
- Ensuring are working in partnership effectively with other agencies.
- Ensuring to continue to deliver high standards of care that we have enough staff are appropriately trained. We have a learning culture which supports training and development of staff. This means keeping up to date through on-going training and learning.
- Ensuring that appropriate recruitment checks have been carried out.

Evidence of the extent to which people feel safe and protected from abuse and neglect

Adults at risk is embedded in our work on registration, inspection, and monitoring.

- There are robust policies and procedures that have been reviewed and updated, if necessary, annually and in accordance with current legislation policy for safeguarding and protecting adults, which are known and adhered to by all staff. If an incident occurred prompt action, consistent with agreed procedures, would be taken in response to individual concerns from staff and clients and appropriate support would be provided to them.

For this reporting period there have been the following reported incidents that were dealt with appropriately and guidelines followed.

(redacted from published report)

Both were well documented and evidenced by the manager.

- There is a whistle blowing policy which is reviewed and updated, if necessary, annually. It is known and adhered to by all staff.
- There are appropriate arrangements to enable clients and staff to access help in crisis or emergency.
 1. There is an out of hours support arrangements in place
 2. Staff have an emergency manual in place
- There is a complaints and compliments policy in place which is reviewed and updated annually if necessary. It is known and adhered to all by staff. Clients also have a copy of this policy in their care plan file. For this reporting period there have been 0 complaints and 20 compliments.
- There are 'individual has fallen / and or paramedics called' forms that are filled out if a client has fallen / ambulance called.
- What we find works well is having an effective working arrangement with partner agencies and other professionals and will continue to improve on this through regular monitoring.
- The staff have full training with safeguarding and from speaking to staff they know the wellbeing of the individual is of central importance throughout the safeguarding process. This includes control over the day-to-day life and recognise the individual is best placed to understand their own wellbeing requirements.
- All staff read and sign a code of conduct relating to their team and role. It sets out expectations of the member of staff in their role and can be referred back to in the event of any incident.
- There are robust recruitment checks in place and this is evidenced and documented.

Analysis of Annual Client satisfaction Survey

The 2023 client survey was issued to all the clients at the time of the survey (43). A total of 39 completed surveys were received. Which is an excellent 91% response rate. The overall satisfaction rate from all client surveys was 'excellent'.

Depending on the ability of the client, they were either issued a *Client* survey form, or a *Client (Family Member)* survey form. 02045175862

Client (Family member) satisfaction survey results

excellent	good	satisfactory	poor	Overall Service	
100% (14)	0	0	0	1	Overall how would you rate the support and service Rachel Cares provides your family member?
Yes	No			2	Do you feel the support Rachel Cares Provides allow your family member to be more independent? (If No , please comment)
100% (14)	0			3	Would you recommend us to a family member or friend if you thought they would benefit from a care service? (If No , please comment why)
100% (14)	0			4	(Voluntary) - RECOMMENDATION: If you have answered YES to the previous question, we would like to keep a list of positive recommendations for our records. If you are willing, please provide a brief statement below recommending our service.
14% (2)	86% (12)			5	Is there any way in which you see our service could be improved? (please comment if Yes)
Yes	No		Care plan needs		
100% (14)	0		6	Do you feel your family members needs are being met as described in their care plan? (If No , please comment)	
100% (14)	0		7	Do you feel involve and kept informed of care and support needs of the family member being supported by us? (If No Please comment)	
Our office service					
100% (14)	0		8	If you have had the need to contact the office how would you rate the service you received? (please state N/A if you have not contacted the office)	
100% (14)	0		9	Do you know who to contact relating to any aspect of the service we provide?	
93% (13)	7% (1)		10	Have you ever raised a concern or made a complaint about the support we provide? (If Yes, please comment)	

The above shows an extremely positive satisfaction rate by client family members. The two suggestions for improvements have been recorded and actioned. All responses include multiple positive Quotes. A full list of these positive endorsements are included in the full annual survey report.

Client satisfaction survey results

Overall Service

Excellent 23 / Good 2	Others 0	1	Overall how would you rate the support and service you receive from Rachel Cares? (choose from Excellent / Good / Satisfactory / Poor)
Yes 25	No 0	2	Does the support you receive from Rachel Cares allow you to be more independent? (If No , please comment)
Yes 25	No 0	3	Would you recommend Rachel Cares to a family member or friend if you thought they would benefit from a care service? (If No , please comment why)
Yes 0	No 25	4	Is there any way in which you see our service could be improved? (please comment if Yes)

Care plan needs

Yes 25	No 0	5	Are your needs being met as described in your care plan? (If No , please comment)
Yes 25	No 0	6	Do you feel involved in your care and support plan needs? (If No , please comment)

Our care staff

Yes 25	No 0	7	Do you feel the Carer understands your needs? (If No , please comment)
Yes 25	No 0	8	Are you confident that your Carer keeps personal information about you confidential? (If No , please comment)
Yes 25	No 0	9	Do you understand the terminology Carer uses, when communicating with you? (If No , please comment)
Yes 25	No 0	10	Do your carers arrive at times to suit you? (If No , please comment)
Yes 25	No 0	11	Do you regularly see the same team of care staff? (If No , please comment)
Yes 25	No 0	12	Do your carers do things in the way that you like e.g. to help you in the way that works best for you, or let you make choices about what you wear or eat? (If No , please comment)
Yes 25	No 0	13	Do you feel that your carers treat you with respect? (If No , please comment)

Our office service

Excellent 25	Others 0	14	If you have had the need to contact Rachel Cares how would you rate the service you received? (choose from Excellent / Good / Satisfactory / Poor)
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Yes 25	No 0	15	Do you know who to contact relating to any aspect of the service we provide you?
Yes 0	No 25	16	Have you ever raised a concern or made a complaint about the support you receive from Rachel Cares? (If Yes, please comment)
Equality			
Yes 0	No 25	17	Do you have any particular care needs relating to your race, culture, religion or sexual orientation that are not being met? (If yes, please comment)

All responses include multiple positive Quotes. A full list of these positive endorsements are included in the full annual survey report.

Analysis of Annual Staff satisfaction Survey

The 2023 staff satisfaction survey has been completed

All 15 staff members currently employed at the time of the survey were issued a questionnaire.

Staff Satisfaction Survey 2023 results					
15			total issued		
15			total responded		
100%			response rate		
%	number				
Yes	Yes	No	Q		
100%	15	0	1	Do you feel valued and supported working for Rachel Cares ?	
100%	15	0	2	Do you feel you have enough training?	
100%	15	0	3	Do you feel part of a team?	
100%	15	0	4	Do you have regular supervision?	
100%	15	0	5	Would you recommend our service to a friend or relative?	
100%	15	0	6	Would you recommend working here?	
100%	15	0	7	Do you feel Rachel Cares Management listens to your concerns and takes appropriate action if needed?	
0%	0	15	8	Overall, have you any suggestions or changes you would recommend?	

As can be seen from the above table, the response was completely positive with no negative factors and no further action required.

The following were also feedback contained within the forms:

Comments	
Q1	Do you feel valued and supported working for Rachel Cares ?
	<i>Always. Best company I've ever worked for. Management are excellent.</i>
	<i>Well supported</i>
Q2	Do you feel you have enough training?
	<i>Training always ongoing and updating.</i>
	<i>updated annually</i>
Q3	Do you feel part of a team?
	<i>Excellent teamwork</i>

	<i>Good communication</i>
	<i>I do feel part of their team, we are a good team for each other</i>
	<i>Good Team</i>
Q4	Do you have regular supervision? Supervised checks done regularly
Q5	Would you recommend our service to a friend or relative? <i>Absolutely, best Care Agency around</i> <i>Definitely, have done frequently</i>
Q6	Would you recommend working here? <i>Absolutely, best Care Agency to work for</i> <i>It is an excellent place to work. Team working and a positive attitude. Well supported by Management</i> <i>I would. Rachel Cares is very organised, very comfortable and friendly to work for. It's not just a place to work, It's also a place where we can enjoy what we do. Staff and Clients are very important to Rachel Cares, and everything is done to a high level.</i>
Q7	Do you feel Rachel Cares Management listens to your concerns and takes appropriate action if needed? <i>Definitely, any problems always dealt with straight away</i> <i>Yes, I have always felt supported & Know that I can always go to Management if I have any concerns</i> <i>Definitely - They are ready to listen , and come across as wanting to listen and most of all do take on concerns. Very Happy</i>
Q8	Overall, have you any suggestions or changes you would recommend? <i>Company is excellent to work for and I wouldn't work anywhere else</i> <i>Everything works well</i>

Summary

We have governance in place which includes having auditing systems in place. These assess, monitor and mitigate any risks relating the health, safety and welfare of individuals using our service. We continually evaluate and seek to improve our governance and auditing practice. In addition, we ensure we securely maintain accurate, complete and detailed records in respect of each individual using the service and records relating the employment of staff and the overall management of our service. Continued professional development is a key to our continual improvement processes, so all our staff skills are reviewed and, where additional training is required, this identified and provided

Monitoring safeguarding arrangements is fundamental to meeting our objective of ensuring to protect and promote the health, safety and welfare of the individuals who use our service. This is an important reason to continue to drive improvement of ensuring the health, safety and welfare of individuals' using our service and staff is paramount through regular monitoring.

John Young

Director and Responsible Individual
Rachel Cares Ltd

Signed: _____



Dated: _____ 20/10/2023