



Rachel Cares LTD

6 Monthly Report

- **REPORT A**
Care Review Report
for period 1st April 2024 to 30th September 2024

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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 24/25, which also includes response from our annual client satisfaction survey.

21 compliments noted during this reporting period including the following:

- *'they were angels...(mum) had the best care from them...They were our extended family and treated us all wonderfully. My mum absolutely loved them...They are amazing and I've recommended them to others. First class treatment from Rachel cares, they are the best'*
- *'Fantastic service, very caring and flexible. Could not do enough to help. They went over and above to help in every situation' On behalf of my sister, we can't thank them enough.'*
- *'Their service was exceptional, with good organisation at the top and really pleasant, helpful carers attending the house. They went above and beyond in our difficult circumstances and nothing was too much trouble. The name of the company says it all'*
- *From the office staff to the daily carers, everyone is kind, compassionate, and reliable. We would never have been able to keep mum at home without their amazing support.*
- *The team has supported my father through a very difficult time with his mobility. They are not just carers; they feel like extended family members who genuinely care about his wellbeing. Nothing is ever too much trouble for them.*
- *All the staff are helpful, friendly, and trained to a very high standard. They notice the little things, like when my mum is having a bad day, and they take the time to chat and cheer her up. We feel completely valued as clients.*
- *During a recent emergency, the carer stayed well beyond their shift to ensure my husband was safe until family arrived. Their calmness and professionalism in a crisis were truly reassuring. I highly recommend Rachel Cares to anyone.*
- *The standard of care is absolutely first class. The staff are always polite, cheerful, and respectful of my mum's dignity. She actually looks forward to their visits now, which is wonderful to see.*
- *I am so grateful for the flexibility of the management team. Whenever we have had emergency hospital appointments or needed to change the schedule at short notice, they have handled it efficiently and professionally. It takes a huge weight off my shoulders.*

- *We have used other agencies in the past, but the service provided here is far superior. The carers are always punctual and stay for their full allocated time, which gives the whole family such peace of mind. I cannot thank them enough for their dedication.*

Analysis of Annual Client satisfaction Survey

100% of clients who responded to the survey rated our overall service and support as **EXCELLENT**

The 2024 client survey was issued via online survey for the first time via 'survey monkey'. This was in an attempt to reduce the time required for data collation and analysis. Unfortunately we only received 15 responses using this online only method. Due to this and also feedback from clients who much prefer the 'hard copy' survey to be issued, we will revert back to the printed format for the next survey in 2025.

The full report of the survey is in appendix A.

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.

1x risk of harm (reported to CIW)

9x falls

5x other

Total 15 incidents

Of these 15 incidents, 1 was reportable events / notification to CIW, which was 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 21 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.

Client base

During this 6 month period:

| | |
|-----------------------------------|--|
| Client numbers at start of period | 40 |
| New clients | 13 |
| Leavers | <p>11</p> <ul style="list-style-type: none"> • 4 deaths • 6 moved to care home, • 1 moved out of area |
| Client numbers at end of period | 42 |

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: 

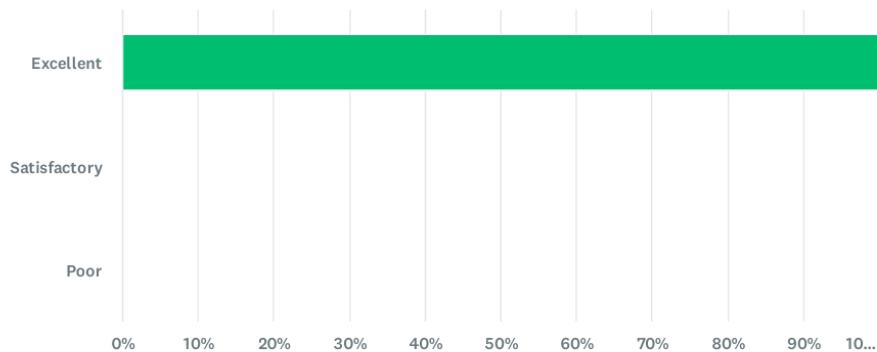
Dated: 20/10/2024

Appendix A - Annual Client satisfaction Survey results

Client Satisfaction Survey 2024

Q1 Overall, how would you rate the support and service you receive from Rachel Cares at your home?

Answered: 15 Skipped: 0



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Excellent | 100.00% | 15 |
| Satisfactory | 0% | 0 |
| Poor | 0% | 0 |
| Total | | 15 |

Q2 If you had the nee to contact Rachel Care, how would you rate the service you received?

Answered: 15 Skipped: 0

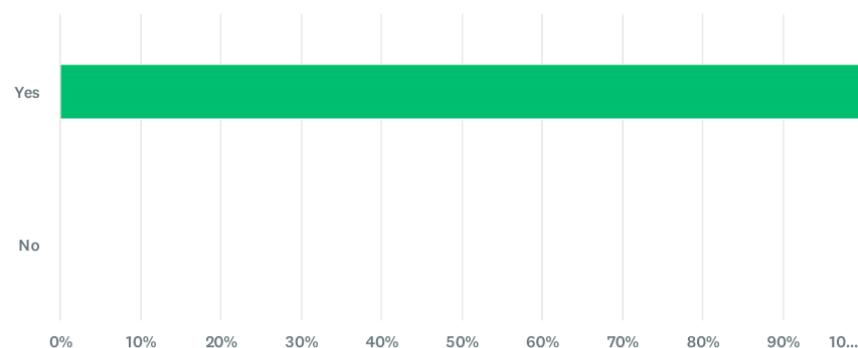
Client Satisfaction Survey 2024



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Excellent | 100.00% | 15 |
| Satisfactory | 0% | 0 |
| Poor | 0% | 0 |
| Total | | 15 |

Q3 Would you recommend us to a family member or friend if you thought they would benefit from a care service?

Answered: 15 Skipped: 0



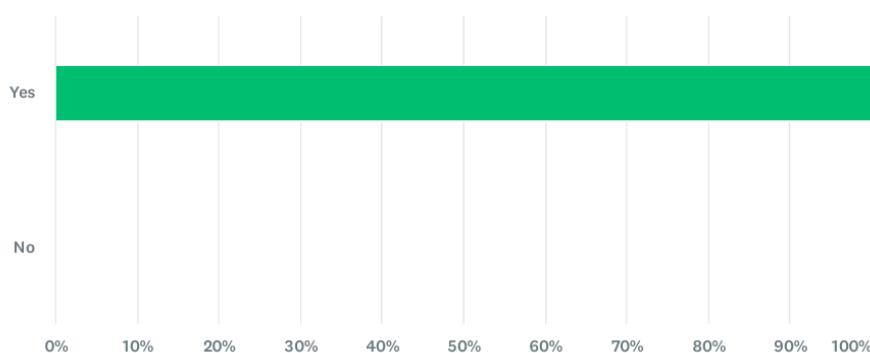
| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Total | | 15 |

Client Satisfaction Survey 2024

| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| | 15 | |

Q4 Does the support you receive from Rachel Cares allow you to be more independent?

Answered: 15 Skipped: 0



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q5 Are your needs being met as described in your care plan?

Answered: 15 Skipped: 0

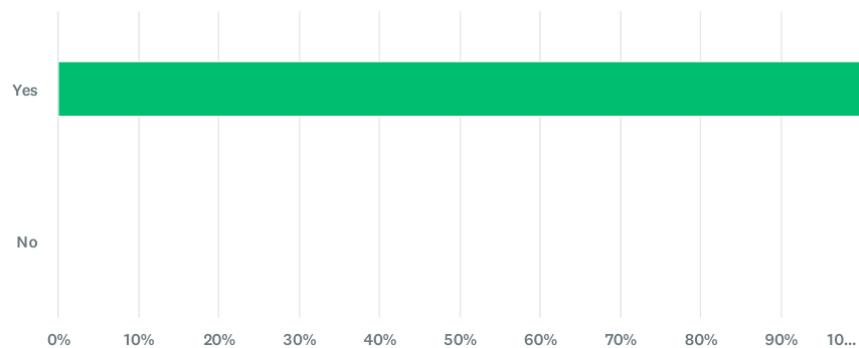
Client Satisfaction Survey 2024



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q6 Do you feel involved in your care and support plan needs?

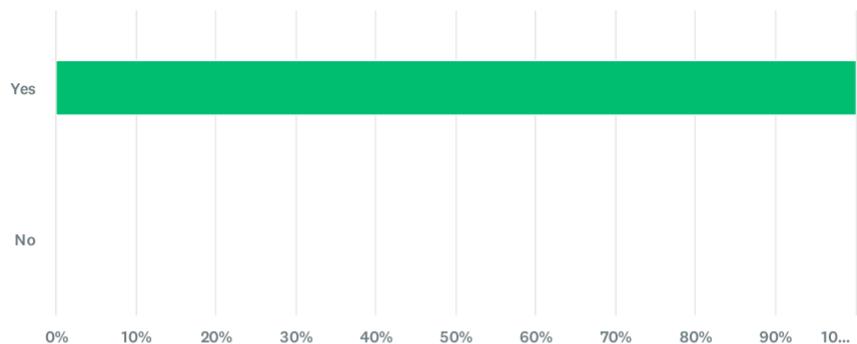
Answered: 15 Skipped: 0



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q7 Do you feel the carer keeps personal information about you confidential?

Answered: 15 Skipped: 0



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q8 Do you understand the terminology the carer uses when communicating with you?

Answered: 15 Skipped: 0

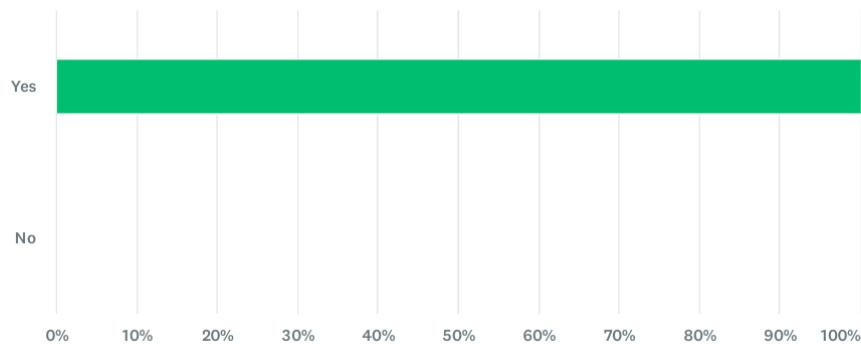
Client Satisfaction Survey 2024

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q9 Do carers arrive at times to suit you?

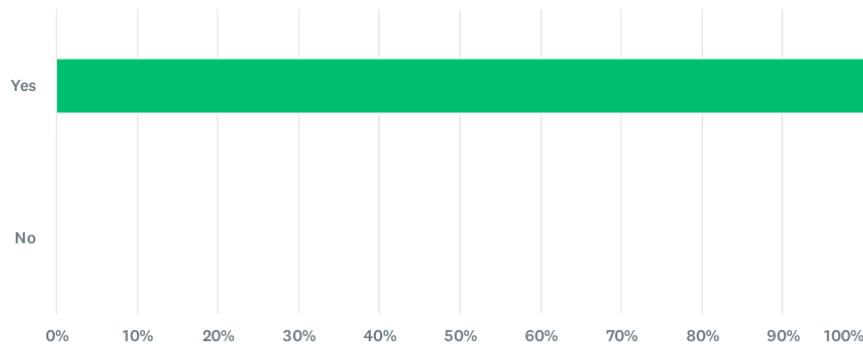
Answered: 15 Skipped: 0



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q10 Do you regularly see the same team of care staff?

Answered: 15 Skipped: 0



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q11 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?

Answered: 15 Skipped: 0

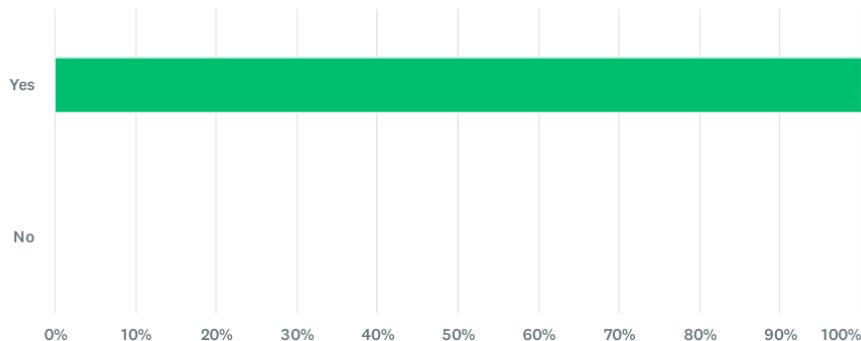
Client Satisfaction Survey 2024

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q12 Do you feel that your carers treat you with respect? This includes if you have any particular care need relating to your race, culture, religion or sexual orientation?

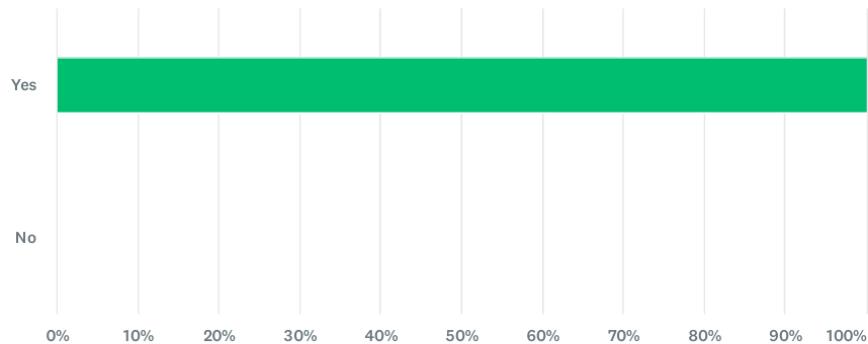
Answered: 15 Skipped: 0



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q13 Do you know who to contact relating to any aspect of the service we provide you?

Answered: 15 Skipped: 0



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| Yes | 100.00% | 15 |
| No | 0% | 0 |
| Total | | 15 |

Q14 RECOMMENDATION: If you are willing, please provide a brief statement below recommending our service.

Answered: 7 Skipped: 8

Q15 COMMENT: Please comment any reason why you have selected 'No' for any question above

Answered: 0 Skipped: 15

Client Satisfaction Survey 2024

Q14 RECOMMENDATION: If you are willing, please provide a brief statement below recommending our service.

Answered: 7 Skipped: 8

| # | RESPONSES |
|---|---|
| 1 | From the office staff to the daily carers, everyone is kind, compassionate, and reliable. We would never have been able to keep mum at home without their amazing support. |
| 2 | The team has supported my father through a very difficult time with his mobility. They are not just carers; they feel like extended family members who genuinely care about his wellbeing. Nothing is ever too much trouble for them. |
| 3 | All the staff are helpful, friendly, and trained to a very high standard. They notice the little things, like when my mum is having a bad day, and they take the time to chat and cheer her up. We feel completely valued as clients. |
| 4 | During a recent emergency, the carer stayed well beyond their shift to ensure my husband was safe until family arrived. Their calmness and professionalism in a crisis were truly reassuring. I highly recommend Rachel Cares to anyone. |
| 5 | The standard of care is absolutely first class. The staff are always polite, cheerful, and respectful of my mum's dignity. She actually looks forward to their visits now, which is wonderful to see. |
| 6 | I am so grateful for the flexibility of the management team. Whenever we have had emergency hospital appointments or needed to change the schedule at short notice, they have handled it efficiently and professionally. It takes a huge weight off my shoulders. |
| 7 | We have used other agencies in the past, but the service provided here is far superior. The carers are always punctual and stay for their full allocated time, which gives the whole family such peace of mind. I cannot thank them enough for their dedication. |
