



## Inspection Report on

**Home from Hospital Discharge Scheme - Carmarthenshire & Ceredigion.**

**British Red Cross Society  
Dafen Industrial Estate  
Dafen  
Llanelli  
SA14 8QN**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

03/08/2022

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## About Home from Hospital Discharge Scheme - Carmarthenshire & Ceredigion.

Type of care provided	Domiciliary Support Service
Registered Provider	The British Red Cross Society
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	27 & 28 November 2017
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

The service is led by dedicated managers who are well supported by their line manager and the Responsible Individual (RI) lead this service. People, their relatives and care workers respect the manager and the value of the service to them. There is good oversight by the RI, who speaks with care workers as part of her Regulation 73 visits but needs to be strengthened.

People and their relatives speak positively about the time-limited care and support they receive through The Home from Hospital Discharge Service. Care staff demonstrate a good knowledge of the needs of the people they support. Staff are enthusiastic about working for the service even during periods of uncertainty around ongoing funding. There is good evidence of people and/or their representative being involved in their care, however, more details should be included in care plans.

## Well-being

People receive care and support that meets their needs. Staff are knowledgeable, caring and take pride in the care and support they provide. Personal plans provide some information about the person, but additional details are required. People remain as healthy as possible as the service actively works alongside health and social care professionals.

People and/or their representatives contribute to decisions, which affect them; this is well documented. The RI involves people in quality assurance processes including her Regulation 73 responsibilities. Care staff have access to policies and procedures, which are reviewed regularly. The managers and RI have a clear vision and provide good leadership and management of the service.

People are supported for a time-limited period that has a positive impact on them and their family; *"it has really helped me in a time when I was at my lowest"*. The service provides an 'Active Offer' of the Welsh language. Many of the staff are Welsh speakers, which means people can communicate in Welsh or English as they choose. Recruitment and training ensure people get the right care and support, from skilled and knowledgeable workers.

Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed and have confidence in the managers, staff and the service.

## Care and Support

People receive a time-limited service through The Home from Hospital Scheme. Initial assessments are undertaken, and care plans produced from these. The plans provide an overview of the needs of the person. However, further information is required on how the care and support is to be delivered to better inform care workers. This will ensure continuity of care and support for the individual whilst they are receiving the service. Risk assessments are in place and reviewed during the period of the service. People and / or their representatives are involved in the planning and delivery of their care.

People value the service they receive because it enables them to stay at home while giving them the confidence to remain as independent as possible. People told us *“They are marvellous, and I don’t know where I’d be without them”* and *“The service is invaluable, I have used it three times. The care staff are highly skilled and make a huge difference to me, it’s a very personalised service that should be expanded”*. When discussing the service a representative told us *“She was worried about coming home but they have given her so much confidence”*. Health and social care professionals are involved in the care of people when needed. This includes managers accessing the Intermediate Care MDT, an online service that provides advice, guidance and direction.

People have control over the care and support they receive and an individual who uses the service told us *“I’m in charge of my care and they respect me”*. People are supported to work towards their goals, which are usually regaining their independence and we were told *“Fear is so disabling but they give me the confidence to do things myself”*.

People benefit from a dedicated team of consistent staff who know them well. An individual told us *“They are so sensitive and compassionate to my situation”, “they are wonderful people, I cannot praise them enough. I get the same carers so I can build up a relationship with them”*

People feel safe and protected from harm. Care workers are aware of their responsibilities to protect people from COVID. They are clear on the correct use of personal protective equipment (PPE) and infection, prevention and control measures. Policies and procedures, training and support are in place to ensure care staff maintain people’s safety and well-being.

## Leadership and Management

The service is led by dedicated managers who are well supported by their line manager and the RI. The managers demonstrate a very good knowledge of the people who use the service and the care workers they employ. The RI is readily available to support the managers and together they make a strong leadership team to drive the service. The managers receive regular supervision and support from their line manager.

As part of Regulation 73, the RI seeks feedback from people and relatives who are or have used the service. Feedback from staff is also sought, however some staff told us that they do not know who the RI is. This was raised during the inspection feedback meeting with the RI and managers.

People are supported by a motivated, valued and well-trained staff team. All care workers who have completed an inspection questionnaire tell us they are very well supported by the manager and the organisation. Staff told us *“managers are supportive and always at the end of the phone for us”, “the role is extremely enjoyable, and I would regard it as the best job that I have ever had”, “my manager is always very supportive. She’s an excellent manager. She always makes an effort to get to know team members, is willing to back up staff and will always express thanks and appreciation. She will always ask for feedback and try to make solutions”*.

The uncertainty around ongoing funding for the service has put a great deal of pressure on care workers. Staff told us *“this has been a very stressful time, I thought I was going to lose my job”, “it has been awful not knowing whether I had a job to go to, it is also worrying for the people we support too”*. It is noted that whilst staff were under this pressure, they continued to work hard to care and support the people in the service.

People and their representatives praise the staff that support them, they told us; *“the people who come here are brilliant, you couldn’t get any better and they cheer me up when they call”* and *“they (staff) are marvellous, I don’t know where I’d be without them”*.

Staff are appointed following a rigorous recruitment process and all records looked at contain the necessary recruitment documentation. Staff receive a range of mandatory and specific training to support them in their role. Training records corroborate this. There are induction, probation and supervision measures in place. Care workers told us they have regular supervision and support and in the main, these are reflected in the staff records. Up to date policies and procedures are in place to support staff and managers.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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