

Inspection Report on

Cerecare LTD

Cerecare Nursing & Domiciliary Serices Ltd
26 Bridge Street
Lampeter
SA48 7AA

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20/12/2023



About Cerecare LTD

Type of care provided	Domiciliary Support Service
Registered Provider	Cerecare nursing and domiciliary services ltd.
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	4 July 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Cerecare Ltd is a domiciliary support service providing good-quality care. People we spoke with are happy with the care and support they receive and are treated with dignity and respect. People are supported by safe and professional care staff, with whom they have developed effective relationships.

The service has recently appointed a new Responsible Individual (RI) and a new manager at the service, who is working towards being appropriately qualified and suitably registered with Social Care Wales (SCW), the workforce regulator. Arrangements for the effective management and oversight of the service are in place.

Well-being

People have as much control as possible over their daily lives. The manager consults with people before the service starts and establishes the personal outcomes people wish to achieve. Information about people's preferences and preferred routines are recorded in personal plans of care and the service strives to provide support in a way which reflects this. Reviews take place which involve people and/or their representatives. Reviews consider how people's outcomes are being met, identifies where changes are required, and personal plans are updated. This means that people have a voice and are regularly consulted.

People are treated with dignity and respect and receive appropriate, kind, and caring support from care staff they know. People can speak Welsh to Welsh speaking care staff. People and their representatives spoke positively about the care provided by care staff at the service. A person using the service told us, "They are good at giving me their time. They notice if I am feeling down and try to cheer me up." A family member told us, "If [my relative] needs the extra time, they stay and are not in a rush to get from here."

People receive support which promotes their health and well-being. Care staff know people well and how people prefer their support to be provided. This supports care staff to identify when people are unwell at an early opportunity. Where people are unwell care workers liaise with other health and social care professionals as required. This means that people receive the right care and support. A person using the service told us, "They ask me what I want to do if there are any issues, so we have a chat with the district nurse."

People are safe and protected. They receive care and support from care staff who have been safely recruited. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered or are in the process of applying with Social Care Wales (SCW), the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the service.

Care and Support

Personal plans are clearly written and contain information including personal preferences, risk assessments, and detailed plans on how care and support should be delivered. People's plans direct care staff to deliver care and support in a consistent way. Care staff provide individual support to people as detailed in their personal plans. Reviews of people's outcomes and satisfaction surveys take place on a regular basis to ensure plans accurately reflect people's support requirements. People and their representatives are involved in reviews of care, where possible. People are happy with the care and support they receive from the service. A representative of a person using the service told us, "They know what to do. They are brilliant." A member of care staff told us, "We are listening to the client and their needs and wants."

Care staff are knowledgeable about the people in their care and are empathic and patient in their approach. Care is provided by staff who understand people's care and support needs. Service providers recognise the importance of staff consistency when providing care and support to people. A person using the service told us, "They are consistent. I keep the same [care staff]." A member of care staff told us, "The calls are organised well...We have enough time."

People's physical health and wellbeing is promoted. Personal plans show people receive support to access social and health care professionals when needed. The service understands people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible. A representative of a person using the service told us, "We have no concerns, we are happy." A member of care staff told us, "The management want to make sure that everything is right for the service users and the carers."

People are safeguarded. Care staff receive appropriate safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Care staff ensure people are as safe as possible by adhering to clear policies and procedures. Good arrangements are in place for the safe management of medication within the service.

Infection prevention and control procedures are good. All care staff receive appropriate training on infection control. People and their representatives told us care staff wear the relevant personal protective equipment (PPE) and they feel safe.

Leadership and Management

People are provided with accurate information about the service. There is a written guide which gives people who use the service, their relatives and others, information about the service. There is a statement of purpose (SOP) which accurately describes how the service is provided.

The service has effective quality assurance arrangements in place to monitor and review the quality of care and support provided. This effective oversight ensures a good-quality service, focussed on meeting the needs of individuals and promoting their wellbeing. The responsible individual (RI) visits the service and spends time talking to people. The most recent quality of care review identifies areas for development and improvement and uses the experiences of people to develop and improve the care and support provided.

The manager is working towards being sufficiently qualified and appropriately registered with the social care workforce regulator, Social Care Wales. The manager is in regular communication with the RI. The manager is supported by office staff, who work well as a team. We were told that the management team are approachable and always there to help or advise staff when required. A member of care staff told us, "[They] are easy to talk to if you have an issue."

We reviewed the service's staffing rota and saw sufficient numbers of care staff available to provide care and support. New care staff recruitment records contain all the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Service (DBS) checks are in place and current. The service has a robust system in place to ensure care staff are registered with the social care workforce regulator, Social Care Wales.

Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts, staff competency checks and introductions to policies and procedures. Care staff training records indicate they have access to a variety of training opportunities and all staff files we viewed showed staff had completed a good level of training. The quality-of-care review identified actions the service could take to strengthen their staff training programme further, to enhance the care and support people receive.

Care staff are provided with one-to-one support, through supervisions and annual appraisals. Management offers daily support to care staff when required and undertakes frequent spot checks for quality assurance. A member of care staff told us, "We are a team."

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	
6	The service provider has not ensured the service is provided with sufficient care, competence and skill.	Achieved	
36	The Service Provider does not ensure that all care staff receive an induction into the service and all relevant training. The Service Provider does not ensure that staff receive supervisions and appraisals.	Achieved	
73	The Service Provider has not ensured systems are in place for the Responsible Individual (RI) to visit the service.	Achieved	

15	The service provider has not ensured that personal plans contain sufficient detail and all appropriate risk assessments outlining how the care and support needs of individuals will be met. Personal plans are currently not person-centred, do not contain social history, likes, dislikes and the personal goals identified by the individual. Without this information, service providers cannot be assured they are meeting	Achieved
16	the personal outcomes for people. The service provider has not ensured that personal plans are reviewed in a timely manner and include a review of how people have been supported to achieve their personal outcomes.	Achieved
35	The Service provider cannot be assured that all care staff are safe and fit to work at the service as not all staff personnel files contain the regulatory information required.	Achieved
80	The service provider has not ensured suitable arrangements are in place to establish and maintain a system for monitoring, reviewing and improving the service.	Achieved

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	
N/A	No non-compliance of this type was identified at this inspection	N/A	
7	The service provider has not ensured the service is delivered in line with the statement of purpose (SOP).	Achieved	

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