



Inspection Report on

Abacare Ebbw Vale

**Access 465
Rassau Industrial Estate
Rassau
Ebbw Vale
NP23 5SD**

Date Inspection Completed

05 September 2022

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About Abacare Ebbw Vale

Type of care provided	Domiciliary Support Service
Registered Provider	Abacaredig Holdings Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17 February 2022
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language

Summary

This was a focussed, announced inspection. People and their representatives using the service are overall satisfied with the support they receive. Personal plans are comprehensive and reviewed on a regular basis, this ensures staff have the correct information to support people safely. Care workers are knowledgeable about the people they support. There are systems in place to consult with people and their relatives to obtain opinions on care delivery and the overall service. The service provider has strengthened supervisory arrangements for care workers. Care workers told us they feel supported in their role. Staffing levels, recruitment and retention issues are impacting on service delivery. The service provider has reviewed medication practices. Call monitoring systems are now in place; however, this requires scrutiny to ensure people receive care and support when they need it. Notification of events as set out in regulation to CIW need to be completed in a timely manner.

Well-being

Individual circumstances and views are considered. People have input into their personal plan giving them the opportunity to be involved in how their care needs are to be met. Regular care reviews take place. The review process seeks feedback from people and their relatives on the care and support they receive. Care arrangements and personal plans are then adjusted if needed. Routine quality assurance checks give people opportunities to express views and opinions. Most people we spoke with, and their families told us they are happy with the care and support they receive. The statement of purpose clearly identifies the vision of the service, including making provision for the Welsh language active offer.

Care workers treat people with dignity and respect. People mostly receive appropriate, kind, and caring support from their care workers who are familiar with their needs. One person told us, *'They always ask me if there is anything else that I need before leaving. They are fabulous.'* People told us they feel listened too, they have a plan of care and can contribute to decisions, which affect their daily life. Call times need to be more consistent. Staff we spoke with told us they feel supported. Personal plans to inform staff how people must be supported are detailed and informative. Staff told us they feel plans are more detailed and helpful whilst supporting people to meet their needs. There are improved arrangements in place to support staff in their role.

Systems are in place to safeguard people; however, some areas need strengthening. Medication systems have been reviewed and enhanced. Staff we spoke with have a good understanding of how to report matters of a safeguarding nature. The service provider facilitates support from health professionals to maintain people's physical health. Quality assurance systems are in place, and this includes the auditing of care and medication records. Policies and procedures are current and include signposting to external points of contact. Staffing numbers are insufficient to meet peoples' needs and to allow support to be delivered in a timely and sensitive manner. Staff recruitment and retention needs specific attention. The service provider assured us this is being addressed.

Care and Support

People's physical health and overall well-being is promoted. We spoke with six people and/or their relatives using the service and overall received positive feedback about the care and support they receive. Comments included: *'We do feel very involved in the care of our mother and the care workers are like family, we feel they do a great job.'* Care records show people receive support to access social and health care professionals when needed. Care workers we spoke with have a good understanding of people's health conditions and the support they require. Factsheets on people's conditions give a good overview, including what the person may experience and what action care workers need to take.

Personal plans reflect people's care and support needs and how their aspirations will be achieved. The provider uses an 'access care planning' electronic system, this records information on people's care and support needs, including tasks that care workers need to complete. This system was in the process of being implemented at the previous inspection and has now been fully embedded. Personal plans identify how care and support is to be provided. The plans are detailed and give a step-by-step guide on how people want to be supported. One care worker commented, *'We now have access to plans and tasks before entering someone's home, this is so much better, as we know what people need, and if there are any changes.'* Reviews of people's outcomes and satisfaction take place on a regular basis to ensure plans accurately reflect people's support requirements.

People are protected from harm and abuse. Care workers have completed safeguarding training. All staff we spoke with have a good understanding of how to report matters of a safeguarding nature. The safeguarding and whistleblowing policy details the required information, including information on how to report concerns to an independent external service. People and their representatives told us staff wear the relevant personal protective equipment (PPE) and they feel safe. The provider has reviewed their medication practices and fully implemented an electronic recording system. We sampled a small number of medication administration records (MAR's) and found some discrepancies. The service provider reviewed these and gave assurance that further support, supervision and training for care workers will be provided. We will follow this up at the next inspection.

Leadership and Management

Staffing numbers are not sufficient to meet people's needs. We note multiple occasions when the service provider has implemented 'contingency planning' during July and August 2022 because of staff shortages. Information we reviewed indicate some calls that require two carers at the visit has not been completed consistently with both care workers attending at the same time. There have been occasions where relatives have been asked to step in and assist when staffing numbers are low. One relative told us, *"I'm a 24/7 carer and two care workers are so important to give me respite, but I do not always get this."* Most commissioners told us the service provider maintains good lines of communication with them, people using the service and relatives. However, CIW have not always been notified of these events as required. The service provider explained they have enhanced their recruitment campaign with various initiatives to attract more staff and to improve retention. CIW acknowledge retention and recruitment of staff is a wider issue across the social care sector currently. A notice has not been issued on this occasion as there was no significant impact for people using the service. We expect the provider to address this and we will follow this up at the next inspection.

People receive care from staff who are supported in their roles. Staff told us they feel supported and receive regular one-to-one supervision from their line manager. Quality assurance reports indicate staff are consulted in the running of the service. A recognition scheme identifies carers who have gone over and above in delivering quality care. One relative told us, *'One of my care workers has won care worker of the month, I think they both deserve it as there is nothing to choose between them, they are both fabulous.'* Staff told us they completed an induction when they started with the provider this was helpful and informative. However, records do not always reflect an induction programme in line with Social Care Wales (SCW) is completed where required. The service provider assured us all care staff are supported to register with SCW and this is currently an area of focus and priority. We will follow this up at our next inspection.

Call monitoring systems require further scrutiny to ensure care and support will be delivered as planned. We reviewed call times for four people during May and June 2022 and note timings of calls are inconsistent. A specific concern was noted in call logs for one person, records indicate calls were over one hour early on multiple occasions. This has the potential to negatively impact on how people are supported with their personal care needs. For example, spending longer in bed overnight with continence needs not being supported in a timely manner. A similar concern was identified within the service providers quality assurance process. Quality assurance reports over a five-month period indicate 70% of calls are on time, with 12% of calls being greater than 60 minutes early. The service provider has implemented a process in July 2022 to improve and support call monitoring. We expect the provider to address these matters and we will review this further at the next inspection.

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
15	The registered provider had not prepared a personal plan which sets out how on a day to day basis the individual’s care and support needs will be met.	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
34	The service provider has not ensured there are a sufficient number of staff deployed at the service having regard to the care and support needs of the individuals.	New
60	The service provider had not notified CIW in a timely manner of any events which prevented the provider continuing to provide the service safely.	New
21	People cannot be confident their care and support will be delivered as planned as in accordance with their personal plan.	Reviewed
58	Medication (Regulation 58 (1)): The registered provider had not ensured that there are suitable arrangements for the recording and safe administration of medicines.	Reviewed
36	One to one supervision for care staff is not completed consistently on a three monthly basis.	Achieved

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