



Inspection Report on

Phoenix Homecare and Support Limited (North Wales)

**Phoenix Homecare & Support Ltd
Rhosddu Industrial Estate
Wrexham
LL11 4YL**

Date Inspection Completed

2 August 2021

Welsh Government © Crown copyright 2021.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Phoenix Homecare and Support Limited (North Wales)

Type of care provided	Domiciliary Support Service
Registered Provider	Phoenix Homecare and Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	4 February 2021
Does this service provide the Welsh Language active offer?	Working Towards

Summary

This was an inspection to see if improvements had been made following the last inspection, where an area that required immediate action was identified. The required improvement has been made.

People and their relatives told us they are very happy with the support provided. They are involved in developing personal plans so care staff can provide consistent support, as people would like it. People are happy with the care staff, saying they are kind and trustworthy.

There is thorough management oversight of the service. Good use of information technology helps them to identify areas for improvement. A strong management team work together to identify ways of improving and implementing changes to develop the service. An improved quality of care report would help to further evidence the progress the service are making.

Well-being

People have control over day to day life. Support is planned in conjunction with the individual, ensuring they receive the support the way they would like it. People's personal plans are updated as people's personal preferences are identified. People know who to contact if they need to. We saw from a service user quality assurance report, dated July 2021, people felt listened to. People's views are used to help the service develop.

People's well-being is supported. A person we spoke to who receive support said '*they are absolutely brilliant, trustworthy, always cheerful and kind*'. A family member said some carers '*go above and beyond*', and the care provided is very person centred. People told us care staff were usually on time, and the support was provided in a relaxed manner.

People are kept safe. There are good infection control measures in place, to protect people using the service and care staff. There are thorough infection control risk assessments in place for both staff visiting people in their homes and for office staff, and a policy on safe working through the Covid-19 pandemic. In the service user report referenced above, all respondents said they feel safe with care staff in regard to infection control. Care workers are trained on the protection of vulnerable adults, and told us they would feel confident reporting any concerns. If there are concerns the service works well with partner agencies to understand and reduce any risks.

Care and Support

People have detailed personal plans which inform care staff how they want their needs to be met. The service ensures a thorough initial assessment of need is carried out. They then develop a person centred plan. The plan is kept under regular review to ensure it contains enough information so people get consistent care. Personal plans viewed were highly detailed, although more information in regards peoples mental health is required if this is an identified area for support. Care plans are accessible to people and staff in paper or digital format, for ease of reference. This ensures care workers have up to date information prior to undertaking their calls.

People can feel confident that their wellbeing is well supported. Staff ensure that where people need healthcare support, signs and symptoms are identified and referred on as required. Records show the service react swiftly to care staff concerns and contact relevant healthcare professionals as required. The service work with healthcare professionals to monitor such things as pressure areas and weight to prevent deterioration in health.

Generally, people receive support from care staff who know them. The service tries to ensure consistency of carer workers wherever possible. People and care staff told us support calls were usually on time, and care was provided in a relaxed manner. People praised the care staff, and find them kind and trustworthy. However, weekends in particular have been affected by difficulties in recruitment, which the service are proactively trying to improve. This can affect the timing and duration of calls.

Leadership and Management

People can feel confident they receive a service from an organisation that is developing and improving. The service carry out a range of audits to look at how the service is being delivered and to identify areas that need improvement. We saw the provider's investment in modern technology is supporting this. The provider's information technology also supports improved communication with people, their families and within the staff team. The recent service user quality assurance report shows that overall people are happy with the service, and where the responses weren't so good, the provider is identifying and introducing improvements.

The Responsible Individual completes three monthly visit reports as required. However the service need to ensure the quality of care review, required every six months, is detailed enough to show how they are addressing all areas of oversight as required.

People are supported by care staff who have the knowledge and skills to support their needs. The service have a dedicated training team. They ensure that care workers are up to date with all training. Where problems are identified senior managers carry out supervision with staff to try and support them. As well as one to one supervision to support staff to provide good care, unplanned spot checks are also carried out, so any practice issues can be identified. Care staff we spoke with told us they feel well supported and have done through the Covid pandemic. The service has improved its recruitment processes in order to try and attract new staff, in response to challenging times for recruitment for the care sector as a whole.

Areas for improvement and action at, or since, the previous inspection. Achieved

Regulation 56 Infection Control (2) The service provider must have policies and procedures in place for the control of infection and to minimise the spread of infection and must ensure that the service is provided in accordance with these policies and procedures.

Regulation 56(2)

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None

Areas where priority action is required

None

Areas where improvement is required

None

Date Published 26/08/2021