



Inspection Report on

Carers Trust North Wales and Ceredigion Crossroads Care Services

**Carers Trust N W
Quinton Hazell Enterprise Parc
Glan-y-wern Road
Colwyn Bay
LL28 5BS**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

27 June 2023

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About Carers Trust North Wales and Ceredigion Crossroads Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	Ymddiriedolaeth Gofalwyr Gogledd Cymru-Gwasanaethau Gofal Croesffyrdd Carers Trust North Wales-Crossroads Care Services
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Carers Trust North Wales and Ceredigion provides support to people living in their own homes; they provide respite to family carers looking after a relative. The agency also arranges supportive and informative group sessions for carers and people who are cared for. Carers benefit from frequent respite and the advice and support from staff at the group they attend. People who are cared for enjoy the friendship and social interaction they gain from their group sessions and from staff who keep them company in their own homes. People using the service are very happy with all aspects of the care and support they receive. They build trusting relationships with staff they describe as friendly, kind, and respectful.

Care staff arrive when they are supposed to and always stay for the expected duration. Social interaction and companionship is the main aim of the support provided in many cases. People confirm staff go above and beyond, checking nothing extra needs to be done before they leave. People have choice and control about their care, specifying what they want to do and how they want their support to be delivered.

The provider seeks people's views of the service. They contact people to check their satisfaction and ensure any required changes are made. Many staff have worked for the organisation for a long time; they enjoy their work and feel very valued and supported by the management.

Well-being

People have choice and control over their care. They and their carers are fully involved in the planning and reviewing of the support they receive. The manager visits the person prior to commencement of care to agree what is needed. Information about the service can be provided in the Welsh language; there are Welsh speaking care and office staff to communicate in people's chosen language. The manager contacts people to check they are happy with the support and make changes to the care plan if needed. People shared examples of how care staff have excelled expectations, building strong trusting, relationships, and encouraging much enhanced independence. They provide support tailored to the persons preference on any day.

People's health and well-being is a focus of the support provided. Care staff take prompt action if there are any health concerns; they contact the manager at the office who will let family know or contact health professionals to arrange home visits. People told us how staff have provided them with information and signposted them to relevant services and guest speakers attend the group sessions to talk about health, disability resources and security issues. People praise the continuity of care; this means staff know people well and they engage positively and can encourage people's independence.

People are protected from the risk of harm through the provision of training to all care staff and the service's own policies and procedures. The one to one meetings with individual staff provide an opportunity for staff to reflect on practice, discuss any issues and challenges so any potential safeguarding matters can be identified.

People's social well-being is important to the service. Care staff build effective relationships with the people they support; they learn about what makes the people happy and make efforts to help them follow their interests. People enjoy social interaction with others with similar needs in a group situation arranged every week. People's family carers benefit from sharing their experiences, while socialising with other carers in similarly arranged group sessions. Family carers know how their relatives spend their time when they are being supported by staff. They feel relaxed and confident leaving their family in the care of staff.

Care and Support

The provider considers the views of the person, their family, and other professionals when assessing the care required. Someone from the service visits the person in their own home; we were told how helpful and effective this first visit had been for some people. They were signposted to agencies who could help them, advised about how to make their home safer and how to access welfare benefits. People told us they can pick up the phone at any time to ask for a change to their service or an additional service.

People are provided with the quality of care and support they need through a service designed in consultation with people, their close family members, and professionals. We saw some plans hold information such as person history, family history, previous interests, and work. They are written in a way that really helps the care staff gain a clear and memorable picture of what is important to the person they support. The manager aims to ensure all plans are written this way in the future and made a start updating plans this way during the inspection. We saw one person enjoys walking and puzzles and this has become a regular part of their care routine. Carers know what people's strengths are, what interests and motivates them. Every person praised the care describing it as a *'lifeline'* and *'an invaluable service'*. People agreed the care staff always go above and beyond in the support they provide. They are respectful and treat people with dignity.

Plans are kept accurate as they are reviewed every three months, or sooner if needed. Records show the manager seeks the views of everyone involved in a person's care when conducting a care plan review. Any amendments are noted, and all care staff told us they know what care is needed before they go to support any person.

Care staff monitor the health and wellbeing of people they care for and records show they will take steps to alert family if they are concerned. They provide guidance and signpost people to places that may be helpful. Effective and invaluable group sessions include guest speakers to advise on health and safety matters. Someone attending the group said, *'we come here, share our experiences, and laugh together. A problem shared is a problem halved'*. Staff working at the agency, both as care staff and office workers, have a wealth of knowledge and experience and *'if they don't know the answer, they will find someone who does.'*

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service and ensure quality care and support for people. The responsible individual (RI) ensures audits are completed of various aspects of the service. A report details the findings and shows what is working well and where any improvements might be made. The RI is receptive to ideas, keen to develop the already well-established service, finding more areas to effectively support people. Over the last two years, the dementia centre has been opened on site of the office and, due to high demand, the Carers Trust North Wales and Ceredigion has opened more dementia centres across North Wales, where people can drop in for support. Wellbeing officers have been appointed to work with parent carers.

The RI meets monthly with local social services to keep them up to date with developments so others may learn of, and benefit from, the service. There are some formal arrangements in place for effective oversight of the service. The RI is in the service most days, makes regular contact with people using the service and with other agencies supporting them, to seek their views. Surveys are also distributed.

People are supported by care staff who have the required knowledge and skills to help people achieve their personal outcomes. We saw training records to evidence staff are trained in a range of subjects relevant to their role. Safe recruitment procedures are followed, and care staff are properly vetted. Care staff are registered with Social Care Wales ensuring anyone providing support to people are competent and qualified to do so. People praised the experience, attitude and expertise of care staff describing them as *'incredible'*.

Times between home visits are planned into the daily travel. People confirmed staff always arrive on time and stay for the duration allocated to each visit. They told us staff are never in a rush and always stop to ask if we need anything else before they leave. Staff told us how they feel valued, and they have received a rise in their salary. Feedback from people receiving services is shared with staff so they know they are appreciated. Staff describe the management as *'very kind and caring'*, they are *'always at the end of the phone when you have an issue'*. Some staff have worked for the agency for a long time and say they would work nowhere else. They enjoy their work and respect and value their employer.

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

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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