



## Inspection Report on

**Bridgend County Borough Council Domiciliary Care Services**

**BRIDGEND COUNTY BOROUGH COUNCIL  
CIVIC OFFICES  
ANGEL STREET  
BRIDGEND  
CF31 4WB**

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

**This report is also available in Welsh**

### **Date Inspection Completed**

20/10/2020

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## About Bridgend County Borough Council Domiciliary Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	Bridgend County Borough Council Adults and Children's Services
Registered places	N/A
Language of the service	Both
Previous Care Inspectorate Wales inspection	This was the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This is a service that 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

Bridgend County Borough Council (BCBC) provides support to people over the age of 18 years in their own homes. There is a nominated Responsible Individual (RI) named Jacqueline Davies, who has oversight of the running of the service. There are also four managers employed, who are suitably qualified and registered with Social Care Wales as required.

Support is provided to people in their own homes, whether that be as an individual, within a supported living setting or an Extra Care facility.

People receiving care from BCBC receive care from staff who are generally happy in their roles, feel supported and have the opportunity to undertake appropriate training to do their jobs. People have accurate and up to date personal plans that detail their individual care needs. People, and their representatives, are complimentary about the positive relationship they have with care workers and are happy with the service provided. Some improvements are needed to ensure the service meets all of its regulatory requirements; however this has minimum impact on the service delivered to people.

## Well-being

People have input into the care and support they receive. Care documentation is to a good standard and consistent overall, with reviews undertaken regularly. Personal plans and risk assessments are detailed and guidance for staff is clear. We received positive feedback from people about the care and support they receive. Care workers told us they have a sufficient supply of personal protective equipment (PPE).

There is a clear management structure for the service. Staff receive good support and development opportunities, in a variety of different ways due to Covid 19. We received positive feedback from the staff we spoke with, who told us they feel valued and supported. There are effective systems for monitoring and auditing standards of support and record keeping throughout the service, overseen by management. The statement of purpose shows a clear vision, values and ethos for the service and the service provided is consistent with this. The RI told us that training provision, supervision and spot checks of care workers has been affected by the pandemic, however, these are being addressed and we saw evidence of positive progress with these during the inspection.

Systems are in place to protect people from abuse and neglect. The service provider safely recruits and vets staff before they start their employment. Staff have training appropriate to their role, and they understand their responsibilities to safeguard vulnerable adults. Staff are aware of their safeguarding responsibilities and relay any concerns to the management team. The service must however, ensure that CIW are informed of all notifiable incidents. Relevant policies and procedures are available, some of which require review. Staff access medical and other professional advice for people in a timely manner, and the service actively identifies potential risks. Quality assurance and audit tools are in place to improve outcomes for people in the home.

The service are working towards an Active Offer of the Welsh language. This means being able to provide a service and documentation in Welsh without people having to ask for it.

## Care and Support

Care plans and reviews consider people's personal outcomes, as well as the practical care and support they require. People have an accurate and up to date personal plan and risk assessments for how their care is to be delivered. We looked at nine care files and saw that information available to care workers is detailed, up to date and reflects the current needs of the people. Care workers said they feel they are told everything they need to know to provide good daily care. People told us that they were included in writing and updating the personal plans, evidenced by their signatures. A relative also told us they were included in the process. The plans we saw were detailed and recorded people's likes and preferences. Monthly reviews with people to discuss progress and plan future goals. Staff confirmed care records are easily available and they are always informed of any changes.

There are appropriate infection control measures in place, which work to keep people safe from the transmission of covid 19. Care workers are told, and understand, the requirements of Personal Protective Equipment (PPE) and people receiving care and support told us that they have confidence in care workers coming into their homes because they are careful with hygiene practices. We saw that staff had been trained in how to put on, take off and safely dispose of PPE.

The service has taken all reasonable steps to identify and prevent the possibility of abuse. Care workers recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they were confident to approach the manager if they needed to. Care workers told us they had undertaken training in safeguarding and the employee training records we examined confirm this. There is a current safeguarding policy available for all staff to access and follow. Incidents are appropriately reported to the local safeguarding team, and information shared on a need to know basis. However, such incidents have not always been forwarded to CIW as required by regulation. We expect the service to take action to address this and we will follow this up at the next inspection.

People are happy with the care they receive and have positive relationships with staff. We spoke with people using the service and they told us "*The staff are my best friends*" "*I get the support I need*", "*staff are really good*" and "*They help me to do whatever I need*". Everyone we spoke with was complimentary of the care staff and feel they provide a service that meets their needs. A relative told us "*without their support she wouldn't be able to stay at home*" and "*they notice the little things*".

## Leadership and Management

There is a range of information available to people considering using the service and their relatives. There is a statement of purpose, that sets out information about the agency, it ensures that people who are seeking care from the agency are clear in what the agency can and cannot provide. It was easy to read and informative and can be available in Welsh if required. There is also a written guide for each service area, which contains relevant information for people using the service. Both documents contain information on how people can make a complaint should they wish to do so.

Staff have the necessary checks before being offered a job. The service benefits from human resources (HR) support within the authority's corporate service centre and we saw good recruitment practice. We saw that recruitment checks such as Disclosure and Barring Service (DBS) checks and two references were in place to ensure people were suitable to work for the service.

Systems are in place to ensure staff receive regular supervision and support. Since March 2020 the service has provided ongoing support to all staff in a variety of new ways. Not all formal supervisions have taken place but staff have been receiving 'welfare check' phone calls, telephone supervisions and skype meetings. The care staff we spoke with are happy in their work and complimentary of the management of the service. They said that management are very approachable and operate an 'open door' policy. Management are extremely proud of the staff teams for their commitment and dedication throughout the current pandemic.

The service provider has effective governance arrangements in place to ensure people receive good quality care and support. Records show the RI has regular contact with managers to oversee the services. However, the latest six monthly quality assurance report was not complete but had been started. People can be confident though that ongoing monitoring and quality assurance takes place. The managers carry out regular reviews and audits of the service, captured in a monthly report, which is checked for progress.

The care staff we spoke with told us they had undertaken a variety of training. Changes have been made due to Covid 19 for example; further e learning has been introduced. Although direct training has re started the numbers able to attend are much lower due to social distancing. Care staff told us they felt suitably trained to undertake their role and we found that staff have registered with Social Care Wales. BCBC have a corporate system for highlighting any policies that require a review and had recently reviewed their safeguarding policy. However, we found they had not all been formally reviewed on a regular basis. We expect the service to take action to address this and we will follow this up at the next inspection.

## **Environment**

As domiciliary support services provide care in people's own homes, we do not consider environment as part of this inspection.

Areas for improvement and action at the previous inspection	
This is the first inspection following registration under Regulation and Inspection of Social Care (Wales) Act 2016	

Areas where immediate action is required	
None	

Areas where improvement is required	
The service provider must notify CIW of a serious accident, injury to or illness of an individual.	Regulation 60 Schedule 3 (17)
The service provider must keep policies and procedures under review.	Regulation 12 (4)(c)

We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to or poor outcomes for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection

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