

# **CAERPHILLY COUNTY BOROUGH COUNCIL, DIRECTORATE OF SOCIAL SERVICES**

## **COMMISSIONING TEAM**

### **CONTRACT MONITORING REPORT**

#### **Name/Address of Provider:**

Wales England Care, Coach House Workshop, Phillip Street, Risca, NP11 6DF

#### **Date/Time of Focussed Monitoring Visit:**

Wednesday 18 January, 2023, 11.30 a.m.

#### **Visiting Officer(s):**

Andrea Crahart, Contract Monitoring Officer, Caerphilly CBC

#### **Present:**

Jeryl Thorpe, Registered Manager  
Hayley Buxton, Care Co-ordinator  
Kim Churcher, Responsible Individual

#### **1. Background**

- 1.1 The range of care and support tasks undertaken by Wales England Care include personal care (e.g. assistance in bathing, washing, dressing, taking medication and intimate personal care needs), nutritional care (e.g. assistance with eating and drinking, food and drink preparation, and food and drink intake monitoring), mobility care (e.g. assistance with getting in and out of bed, general movement). These are to be provided in a personalised manner, ensuring that individuals have interaction, companionship and stimulation from the care and support provided.
- 1.2 Wales England Care Ltd. Domiciliary Care service is part of the 'Support At Home' framework which was awarded due to being part of a tender exercise within Caerphilly and Blaenau Gwent Local Authorities.
- 1.3 At around the time of the visit to Wales England Care they were providing 14 hours to 1 person in the Caerphilly area. The provider is keen to extend into various parts of the borough and is actively recruiting health care professionals (carers) in order to do this.
- 1.4 The previous monitoring visit was completed in 2021 and at this point there were 2 corrective actions identified, with no developmental actions to progress. It was evident from the current visit that arrangements had been made to meet the identified actions.
- 1.5 Over the previous year no official complaints were received within Caerphilly Social Services, and very few issues had arisen.
- 1.6 Care Inspectorate Wales (CIW) undertook an unannounced inspection to the branch in November 2022 and the inspection report is awaited.
- 1.7 Dependent on the findings within the report, the provider will be given corrective and developmental actions to complete. Corrective actions are those which must be completed (as governed by legislation etc.), and developmental actions are good practice recommendations.

## **2. Previous Recommendations**

- 2.1 For face to face staff training to be prioritised as soon as practicably possible, and in line with WG Covid-19 guidance. Timescale: Within 3 months and ongoing. *Action met.*
- 2.2 Rigorous checks to be made in terms of obtaining suitable references for staff. Timescale: Immediately and on going. *Action met.*

## **3. Registered Individual**

- 3.1 The Regulation and Inspection of Social Care (Wales) 2016 Act (RISCA) places expectations on the Registered Individual (RI) to have an oversight of the service, and to report on its performance and quality. The RI provided the last 3 quarterly reports that had been written which examined the performance of the agency, where feedback had been gathered directly from service users, health care professionals and other pertinent information gathered (e.g. staffing levels, any concerns raised, compliance etc.).
- 3.2 The provider's policies and procedures were viewed as part of the process which comprised of e.g. safeguarding, complaints, disciplinary, training/development of staff etc. The policies had been comprehensively written and had been reviewed recently with a date set to be reviewed in a years' time. One of the policies was noted to need revising to bring up to date with the current ways for health care professionals (care workers) to register as a care worker (which is included as an action within this report).
- 3.3 The provider's Service User guide was very comprehensive and provided many details for the service user and what they can expect from the service. This had been updated in November, 2022 but some amendments are required to ensure current terminology is used.
- 3.4 The Statement of Purpose relating to the organisation was informative and had been reviewed in November 2022.

## **4. Registered Manager**

- 4.1 The Registered Manager is registered with Social Care Wales (the workforce regulator) and has considerable experience in the Domiciliary Care sector.

## **5. Care and Service Planning Process**

- 5.1 A Caerphilly service user file was examined as part of the monitoring process. Some records were viewed, where it was evident that health care professionals had written a narrative about the care they had provided, in addition to confirming all the tasks performed during the calls.
- 5.2 There was a current Care Plan provided by the social worker which had been written into a Personal Plan (Service Plan) by the provider for health care professionals to work from. It was evident that the service user's Personal Plan had been reviewed at regular 3 monthly intervals in recent times.

5.3 There is a risk assessment in place in relation to an area of risk that had been identified.

## **6. Call Monitoring**

6.1 Wales England Care operate an electronic call monitoring system which enables the provider to organise calls so that the individual's call time is set as near to their preferred call time as possible, allowing sufficient travel time between the calls each day. The Contract Monitoring Officer viewed the system for the current day and could see that on some occasions there was no travel time built into some of the runs, although some of these calls related to where health care professionals were walking to the calls in the same neighbourhood as opposed to driving to them.

6.2 The provider uses a system named 'Care Planner' whereby health care professionals log in and out of calls electronically, with the use of an App on their phone which allows them to see the Personal Plans for the person and the tasks that need to be performed. This has the benefit of the information being able to be viewed by the office staff in 'real time' and issues/alerts can be forwarded straight to the office. Additional telephone calls may also be required in certain instances.

6.3 Professionals (e.g. district nurses, social workers) will from time to time need to view the person's records to see what care and support has been delivered. There is a facility to send this information in a particular format to professionals, upon request.

## **7. Staff related documentation**

7.1 A staff file was viewed via the provider's electronic system. Pertinent recruitment information was present i.e. an application for employment, where there were no gaps in employment identified; an interview record and references had been sought as part of the recruitment process.

7.2 Other information included a signed Contract of Employment, Offer of Employment and Disclosure and Barring Service (DBS) documentation. A picture of the health care professional was not available on the day of the visit, although the Contract Monitoring Officer was told that this was normally present on the system.

7.3 During the Covid-19 pandemic Wales England Care needed to revert to delivering training to staff via on-line learning (E learning) instead of a mix of on-line and face to face learning. As the Covid-19 situation has eased the provider is now able to deliver training 'in-house' via their in-house trainer and accesses external trainers also. The face to face training is now able to be undertaken in the Risca branch.

7.4 Staff (both office and health care professionals) should receive formal supervision on a quarterly basis to ensure they are supported in their roles. The Contract Monitoring Officer was shown a matrix that illustrated that supervision sessions were planned for.

7.5 Spot checks (where health care professionals) are assessed performing their tasks have lapsed, however a matrix/plan is being collated to re-start this process. The Spot check process involves checking e.g. arrival times, whether the Personal Plan (Service Plan)

was read before the call, whether the correct procedures were followed regarding medication, communication skills, appearance etc., and any shortfalls are addressed via the method.

7.6 The Training matrix was viewed and indicated that the staff covering the Caerphilly area had undertaken mandatory training in e.g. medication, manual handling, safeguarding, however there were gaps in training in relation to infection control and training in areas such as dementia, food hygiene, sensory impairment, catheter care and stroke awareness.

## 8. **Carer/Support Worker related questions**

8.1 This was not addressed on this occasion.

## 9. **General**

9.1 The current staffing structure consists of the Responsible Individual, Registered Manager, Assistant Service Manager, Rota Co-ordinator, Field Supervisor and 8 Health Care Professionals. Wales England Care also provide care/support in the Newport, Torfaen and Cardiff areas.

9.2 The provider holds a 'Carer of the month' award where the carer who has 'gone above and beyond' receives a gift to celebrate their achievements, and individual birthdays are celebrated via social media also.

9.3 At the current time the provider is using 2 electronic systems to record service user and staffing information, but there is a plan to merge these using just 1 system in the near future.

9.4 Some recent team meetings were viewed which had been attended by a good proportion of the workforce and typical subjects discussed included e.g. contracts, call times reporting, training needs, health and safety etc. Arrangements are made to try to hold meetings following a training session so that people are already present in the branch.

9.5 During the Covid-19 pandemic Wales England Care employed an individual to befriend service users, which involved keeping in contact via telephone. This service is continuing, and provides a valuable service, complimenting the Domiciliary Care role of the business.

## 10. **Recommendations**

### **Corrective**

10.1 Policy/Procedure relating to Induction/Training/Development of staff to be updated to reflect the current process to register with Social Care Wales. Timescale: Within 3 months.

10.2 Travel time to be built into the runs to ensure there is sufficient time for health care professionals to arrive at the call in a timely way and to meet the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016. Timescale: Immediately and ongoing.

10.3 Training to include food hygiene, dementia awareness, sensory impairments, catheter/stoma care and stroke awareness. In addition to any other areas the provider identifies that are needed to ensure staff can fully support people. Timescale: ongoing

### **Developmental**

10.4 There were no developmental actions.

## **11. Conclusion**

11.1 The documentation (both staffing and service user) was accessible via the electronic systems. It was evident that the recruitment process had been followed in relation to the staff file viewed and the individual's Personal Plans had been reviewed recently.

11.2 It was positive that the provider had reverted to providing face to face training for health care professionals to enable them to receive more interactive training sessions, with E-learning being on offer for some other training areas also.

11.3 The information contained within the recent RI reports indicates that turnover of the workforce is low which will translate into continuity for service users.

11.4 The Contract Monitoring Officer would like to take this opportunity to thank the staff team for their time and hospitality during the visit.

**Author:** Andrea Crahart  
**Designation:** Contract Monitoring Officer  
**Date:** January, 2023

N.B. This report will be made available via Caerphilly County Borough Council's Internet site. Hard copies of the report will also be made available to prospective residents and/or their families should they ask to see them.