



## **Care and Social Services Inspectorate Wales**

### **Care Standards Act 2000**

# **Inspection Report**

**Carers Trust North Wales Crossroads Care Services**

**Colwyn Bay**

**Type of Inspection – Full**

**Date(s) of inspection – 26 October 2017**

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## Summary

### About the service

Carers Trust North Wales Crossroads Care Services is an independent charity which is registered with Care and Social Services Inspectorate Wales (CSSIW) as a domiciliary care agency. It provides a range of support for carers, giving them “time” away from their caring role. It is also a Network Partner of Carers Trust and works within their national operational framework of policies and procedures. Their service user guide identifies a carer as *“A carer is someone of any age who provides unpaid support to family or friends whose health or wellbeing could suffer without this help. This could be caring for a relative, partner, child or friend who is ill ,frail, disabled or has a mental health or substance misuse problem”*

The registered managers are Alison Jones and Karen Allen.

### What type of inspection was carried out?

This was an unannounced baseline inspection as part of our annual inspection programme. We (CSSIW) visited the agency’s offices on 27 October 2017 between 10.45 am and 15.00 pm. We spoke with support workers and people with caring roles on 28 October.

We looked at three themes relevant to domiciliary services: quality of life, quality of staffing, and the quality of leadership and management.

Feedback was given to the registered managers at the end of the inspection.

Information for this report was gathered from the following sources :-

We spoke with

- three carers who receive services;
- four support workers;
- two registered managers and
- the dementia co-ordinator.

We looked at

- the staff induction process;
- the training schedule;
- the supervision and appraisal logs;
- the statement of purpose and service user guide;
- four staff files including the recruitment process;
- complaints, complements and feedback letters;
- minutes of a team meeting;
- the adults personal care guidance for staff ;
- the annual satisfaction survey analysis by independent reviewer;
- the responses from the quality assurance questionnaire and
- the employers liability insurance certificate.

**What does the service do well?**

We found the agency to provide a skilled service, which is highly appreciated by people who use the provision. It is well managed by two registered managers who have strong leadership skills to support staff, to provide positive experiences for people. The agency has an established staff team with a low turnover of staff which provides continuity of care; furthermore no temporary staff are employed.

**What has improved since the last inspection?**

- Staff personnel files have been condensed and relevant information is more easily accessible.
- three Elderly Mental Health (EMH) co-ordinators have been appointed to develop services within the memory clinics across the region.
- two new contracts have been awarded to the agency and
- the outcome of agencies annual customer survey report has been made available to service users, their representatives and CSSIW.

**What needs to be done to improve the service?**

No non-compliance notices were issued during this inspection.

## Quality Of Life

Overall, we found people who receive services from Carers Trust North Wales can enjoy a high standard of individualised person centred care. People can also be confident they will be treated with dignity and respect by kind, caring, and supportive staff. The Carers Trust operates over the 6 Local Authorities in North Wales and receives their referrals from Social Services for adults and children, Betsi Cadwalader University Health Board, other voluntary and third sector organisations.

People receiving a service were unable to speak with us on this occasion because of their illness. However relatives and carers told us they were very pleased with the care provided by the agency. They told us staff were knowledgeable regarding their relatives' needs, furthermore their relatives were safe and well supported whilst receiving care. One carer told us *"For me it's absolutely brilliant, when my xxx took ill my wings were clipped and I couldn't do anything. I now have time; the support worker arrives on time and my xxx looks forward to them visiting."* Another person told us *"they are fantastic with xxx and very caring I couldn't ask for more"* We saw returned questionnaires which highlighted the positive impact the agency is having on carers' lives. A young carer commented by writing *"I could go to school on time knowing my xxx was safe in your care"* another *"Without this service xxx would have had to go into care 3 years earlier"* this illustrating how the support given can enable people to remain living at home for longer.

People can feel they are listened to, and have choice and influence how their support is to be delivered. Relatives of people using the service told us they were consulted regarding their individual needs and preferences; and they were provided with a detailed service delivery plan. Care files we viewed identified all care plans and risk assessments were clear, concise and up to date; they painted a picture of the person including their likes, dislikes and skills.

People experience well-being and a sense of achievement; support workers are linked to individuals in relation to their interests, skills and talents. The registered managers explained the caring hours would be filled with meaningful and interesting activity; new initiatives had also been introduced with a memory café, swimming groups, dementia support groups and regular trips out to places of interest. A dementia coordinator is now available within the memory clinics. A returned questionnaire from a relative stated *"If I was unable to access such fantastic support when needed, I would have really struggled emotionally and physically. There have been times when I have been at the end of my tether"*

People experience warmth, attachment and belonging, the Carers Trust North Wales has a vision and *"Wants the role and contribution of unpaid carers of all ages to be recognised, and for them to have access to the support and services they need to live their own lives."* This was very evident throughout the inspection process. We spoke with carers who told us they felt valued and because they had the same support workers, there was continuity of care and a sense of belonging. Support workers we spoke with told us they had worked for the service a long time, some for 10 years or more; when asked what they enjoyed about their work they told us *"I have time to build up a*

*professional relationship” “It’s great to make a difference”*

The agency considers people whose preferred language is Welsh and currently 100% of care support workers who work in North West Wales speak Welsh whilst approximately 40% speak Welsh in the North Eastern areas. People are wherever possible linked to support workers according to their linguistic needs. The agency is working towards providing the Welsh language active offer.

## Quality Of Staffing

Overall people who receive services can be confident they will be supported by a consistent staff team who are supervised, are well trained and suitable to carry out the tasks expected of them.

People using the service can expect to be supported by support workers who have received the relevant training. We viewed a 5 and a half day induction training programme for newly appointed staff. We found it to be comprehensive; person centred and included the following subjects: safeguarding, communication, mental capacity, dementia awareness, infection control, food hygiene and manual handling. This training gave new staff members, the skills to fulfil their role, and an understanding of what was expected of them. Staff personnel files and the training log confirmed staff received up to date training in all mandatory subjects.

People benefit from a service where the wellbeing of staff is given priority and staff are well led and trained. Staff we spoke with confirmed they receive supervision meetings every 3 months. Staff supervision is formal time when staff meet with their seniors to discuss any issues, such as training needs they may have, to fulfil their role effectively. Staff appraisals are carried out on an annual basis, the appraisal log confirmed this and minutes of team meetings illustrated that team meetings took place 4 times a year.

Management follow, recruitment processes appropriately; staff recruitment files contained the required documentation. The registered managers were very aware of the importance of continuous professional development. Support workers were encouraged to attend courses to gain up to date knowledge to improve their practice. Approximately 72% of staff were qualified to QCF (qualifications and credit framework) level 2 and above in health and social care.

People enjoy being cared for by motivated staff who are appreciated and want to make a positive difference to people's lives. Staff we spoke with told us they felt supported by management who ensure they are comfortable and relaxed in their role. There is a low turnover of staff which means relationships are able to develop over a long period of time. Support workers offer consistent and continuous care which fosters confidence, trust and positive self-esteem. People's individual needs and preferences are understood and respected.

## Quality Of Leadership and Management

The management structure within the agency is clear and well established with lines of accountability being apparent.

People can be assured the agency is very clear about the service they can offer; its aim is for *“every unpaid carer in North Wales to be recognised, supported and offered services to help them maintain their own health and wellbeing”* The aims were well defined in the statement of purpose; and shared with people who use the service, their families and commissioners. It enabled them to make informed decisions about the support, and care, they could expect to receive. It was written in a person centred way and included additional information regarding monitoring the progress of the services which were reviewed within the first 6 weeks, and then annually for adults, and every 6 months for children. Carers told us their expectations of the service matched their experiences, and the services received were of a very high quality.

People using the service are involved in measuring the quality of the service; a customer survey takes place annually which is evaluated externally. The evaluation stated *“the overwhelming score across the board to the question of ‘how do you rate our services’ was mainly 10 with 9 as a very close second”* and provided some examples of the words used in the comments received from service users.

- *The service instils confidence and helps carers survive*
- *Helps us both in many ways*
- *The service is a lifeline*

We viewed the complements and complaints log and noted no complaints had been received in the previous year. Verbal complements were recorded directly into support workers electronic personnel filing systems. They were given printed copies for their personal files, these comments included :

- X rang to thank us for sending Y and told us Y was a lovely person and that they had made such a difference.
- Mrs A phoned to say how wonderful Z is and thinks she has to be the nicest person in the world

People feel they get reliable good quality care from motivated and well managed support workers

Overall people using and working in the service can be confident their rights and best interests are protected by policies and procedures .The agency uses a clear set of policies to support good practice and to meet the requirements of legislation. Support workers are reminded to refer to the Adults and Children’s personal care guidance for staff which reminds them of their roles duties and responsibilities.



## Quality Of The Environment

The theme is not applicable to domiciliary care, as the service is provided in the persons own home or in the community. However we are able to comment on the building used to organise work which is used as an office base.

People using the service can expect to have access to management and support staff at the office if they need to. The office is based in an adapted building within an industrial site and not directly within the local community. Transport would therefore be required; there is adequate car parking space.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.