



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Network Healthcare

Merthyr Tydfil

Type of Inspection – Baseline

Date of inspection – Wednesday, 25 November 2015

Date of publication – 31 December 2015

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Summary

About the service

Network Healthcare is a domiciliary care agency which has been registered with Care and Social Services Inspectorate Wales (CSSIW) since 2010. The agency is operated by Network Healthcare Professionals Ltd, who have nominated a Responsible Individual to oversee the operation and management of the agency. The registered manager has recently resigned and the agency is in the process of appointing a new manager.

What type of inspection was carried out?

We (CSSIW) carried out an unannounced inspection on Wednesday 25 November between the hours of 9.30 and 14.00. This was a routine annual inspection and was undertaken as part of a national review of domiciliary care 2015-16. For details, please see our website www.cssiw.org.uk

The following methodology was used to gather evidence for this report.

- a review of information held by CSSIW about the service
- telephone interviews with two care staff
- discussion with registered manager
- examination of all documentation relating to one service user
- discussion with social worker of one service user
- discussion with a family member
- examination of two staff personnel files
- examination of staff training and supervision files
- examination of quality assurance documentation

What does the service do well?

The agency works in a person centred way and is focussed on empowering service users to be involved in all decisions affecting their care.

What has improved since the last inspection?

The areas identified to improve outcomes for service users at the last inspection have now been met, that is:

- daily recordings completed by staff in service user's homes are collected and audited four weekly.
- an annual quality assurance evaluation and report had been completed, along with an intermediate and long term goals plan.

What needs to be done to improve the service?

We did not identify any areas of non compliance at this inspection.

Quality Of Leadership and Management

We found that service users receive effective support from a service which can meet their needs. This is because the service user's needs are clearly understood from the time they start receiving care from the agency. When we reviewed care documentation we found that the service user had been assessed before starting with the agency and that this had indicated all of the specialist care that would be required to meet their needs. When we case tracked these details we found that the agency had provided the correct care and had systems for monitoring the effectiveness of it. When we spoke with family and professionals involved they were confident that the staff team understood their care needs of the service users.

The previous inspection (report publication date 31 March 2015) highlighted that daily recordings made by staff, which inform the agency of work undertaken with service users, had not been collected by management staff. This meant that no evaluation had taken place as to whether the care provided continued to meet their assessed needs. We found that the manager now collects daily recordings and audits these four weekly.

People can be assured that the agency considers the views of service users and seeks feedback from staff and service users as part of its quality assurance programme. We saw that the agency carried out spot checks quarterly where they check areas such as; staff time keeping and dress code. The last inspection report highlighted that no annual quality assurance report had been produced. We found that the agency had undertaken a quality assurance review and subsequent report dated June 2015, which demonstrated the use of questionnaires to obtain feedback from service users, families and professionals involved with the service. We saw evidence that the agency had analysed the responses and identified an area for improvement that was for staff to wear identification badges at all times.

We found that people were happy with the service received from the agency. People told us that if they ever raised a concern with the agency it would be addressed and the situation rectified. People were also positive about their experiences when contacting the manager and office staff.

Service users receive effective support from a service which can fully meet their needs. The service has good relationships with healthcare professionals who work closely with carers to provide effective and enabling care. The manager informed us that she has a good relationship with the Local Authority and will contact them for advice and assistance as needed.

Quality Of Life

Overall we (CSSIW) found that service users benefitted from receiving a caring and professional service which meets their individual needs

We spoke with staff, professionals and a relative who informed us that they were very happy with the support and care provided by the agency

Service users can be confident that the provider makes every effort to ensure the high standard of care offered. This is because the provider is committed to delivering person centred care. We saw evidence of regular quality assurance practice, effective record keeping written in a person centred way and were informed of service users being treated with respect, dignity and support.

Service users feel that their individual needs are recognised and catered for. We saw evidence of a service user being supported to access activities of their choice; we saw that best interest decisions had been made to assist them to have their voice heard in relation to how they occupied themselves during the day time. We also saw creative responses to identifying activities for the service user.

Service users can be assured that they will receive continuity of care and have regular carers. This is because the provider has ensured that people using the service have support from carers who they recognise and know. When new carers are introduced, they are given additional support and guidance to enable them to meet the needs of the service user. This was evident from observing staff and service user rotas which clearly showed regular care being provided by the same team of carers. When we spoke with a family member they told us that they were happy with the carers who communicated well with them, they were also happy with the level of commitment from the care staff

Service users can be confident that their individual needs are understood and met by the agency. This is because the agency has clear documentation in service users care files to enable staff to work consistently. We examined a service user's delivery plan. This provides a detailed account of the service user's needs, strengths and care requirements. This document is important as it provides staff with knowledge they need to support people consistently and safely. We saw evidence of reviews of the service user's delivery plan with them and their family members involving other professionals. We also saw ongoing communication with other professionals such as social worker's and occupational therapist. There was evidence of specific training from an occupational therapist to enable staff to understand the service user's needs.

People remain healthy because attention is given to a healthy diet that considers individual preferences and choice. Staff support the individual by encouraging healthy choices. This is managed in a consistent way by all staff, who are assisted by a clear care plan, as well as support and advice from professionals working with the service user evident in the service users plans.

Quality Of Staffing

We found that service users feel confident in the care they receive because staff are competent and confident in meeting their particular needs. When we considered the sample of staff personnel files we found that the service had a thorough recruitment process and that all required documentation was present in each of the staff files. The agency had an induction process for new staff.

Service users can be confident in the care they receive as staff had the necessary skills to meet their individual needs. We examined the training provided for staff; it was evident that staff received the mandatory training as set out by the Care Council for Wales. We spoke with staff about the training they received and they informed us that it was of good quality and that they were encouraged and supported to undertake any additional training they identified to assist their role as carer staff.

Service users are cared for by familiar staff as turnover is low, sickness rates are low and we saw that service users had consistent carers who knew them well. The manager informed us that they do not need to use agency staff as they have a flexible staff team who are willing to take on additional work if required. Staff we spoke with talked of good levels of staff morale. We saw that good quality supervision had taken place in line with National Minimum Standards. Regular supervision enables staff to develop professionally and identify gaps in knowledge. A skilled workforce will promote positive outcomes for people in receipt of a service

People receive care from relaxed staff able to cope with more complex demands with skill and without becoming stressed. We were told that service users were supported by staff that were on time, and didn't feel rushed. Staff had access to specialist training to enable them to understand the service user's specific needs as well as having access to clear risk assessments and strategies to enable them to work consistently with any challenging behaviour presented. Staff told us that there is always support available to them if they should need it and this enabled them to work with confidence

Quality Of The Environment

Quality of the Environment theme does not apply to domiciliary care agencies but we noted that the offices were in a secure office building and were well organised. We saw that people's personal information was suitably stored, either in a secure facility or within password protected IT systems. There are allocated parking spaces for staff and visitors

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.

