

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

**Social Care Health and Wellbeing Cabinet Board**

**30 November 2017**

**Report of the Head of Commissioning, Support & Direct Services -  
Angela Thomas**

**Matter for Information**

**Wards affected**

All wards

**Care and Social Services Inspectorate Wales: Homecare Service  
Inspection Report November 2017**

**Propose of report**

To inform members of the outcome of the CSSIW inspection of the in house Homecare Service, undertaken on the 24<sup>th</sup> of October 2017

**Executive Summary:**

The Care and Social Services Inspectorate Wales (CSSIW) undertook an unannounced inspection of the Councils in House Homecare Service on the 24<sup>th</sup> of October 2017. On this occasion, CSSIW undertook a baseline inspection, which evaluates the overall performance and quality of the service in all areas.

The inspector noted the service improvements since the last inspection and referred to the positive approach the management team are taking in relation to investigating regulation 26 incident reports involving medication errors, which were fully documented and appropriately managed by both the care supervisors and management.

The inspector also took a positive view on the implementation of a new four-day training programme for care staff.

In conclusion, the inspector noted that the team has undergone significant change over the last year or so. Notwithstanding this, from observations of staff, the care records examined, and feedback received from people using the service, it was deemed that the service was well run and that people are receiving good quality person centered care, from staff that are dedicated, motivated, and enthusiastic about the service they deliver.

***There were no areas of non-compliance and no recommendations for further improvements made within the report.***

## **Background**

Neath Port Talbot CBC Homecare Service is registered with the Care and Social Services Inspectorate Wales (CSSIW) as a domiciliary care provider and are required to undertake regular, unannounced inspections.

The inspection on the 24<sup>th</sup> of October 2017 comprised :-

- one unannounced visit to the service office base;
- home visits to three people receiving a service from the homecare service;
- discussion with people receiving care and family members;
- discussion with two staff at the office and one staff member during the home visits;
- observation of the electronic programming and monitoring system;
- examination of six people's care files including those we later visited;
- examination of six staff files;
- discussion with registered manager (Julie Duggan) and deputy manager (Gemma Pascoe)
- reference to the previous inspection report.

## **What the service does well:**

- people told the inspector that they received an excellent standard of care from the Homecare Service.
- staff members told the inspector that they welcomed the new four-day training programme and were looking forward to attending it.
- People using the Homecare Service can be assured that the service is individual to them and person centred
- People told the inspector that that they had consistency of care workers providing their support at most times but recognised at times due to annual leave and sickness that this may change on occasion.
- People also told the inspector that if a care worker was going to be late, they always received a phone call from the office to keep them informed.
- The inspector noted that the service delivery plans, and risk assessments were person centred and of good quality, and that people were protected by good quality record keeping
- People experience enhanced well-being from a service, which is reliable.
- Without exception, people spoke very highly of the service they receive, from their contact with the office and management to the care workers who supported them.

## **Service user comments noted within the report included: -**

Homecare provided a *'an excellent service'*

Another person commented *'highly professional well trained staff'*

*"always have time, never rush me,*

*"very caring staff,' "excellent service',*

*all staff "give their best".*

One person commented *'my girls are the best, they are like family'.*

A relative told the inspector that the staff were *'sensitive'* to people's wishes and had *'great respect'* for their feelings.

Another person could not “*praise them enough*” and staff are always “*cheerful, friendly and positive*”.

One family member told us that their relative values this interaction and it showed that people were valued and respected

### **Financial impact:**

There is no financial impact associated with this report

### **Equality Impact Assessment**

There are no equality impacts associated with this report

### **Workforce Impacts**

There are no workforce impacts associated with this report

### **Legal Impacts**

There are no legal impacts associated with this report

### **Risk Management**

There are no risk management issues associated with this report

### **Consultation**

There is no requirement under the Constitution for external consultation on this item

### **List of background papers**

**Appendix A** : Care and Social Services inspectorate Wales Inspection Report Neath Port Talbot County Borough Council Homecare Service. November 2017

## **Officer contact**

Angela Thomas. Head Of Commissioning, Support & Direct Services

Tel No: 01639 763794

E-mail: [a.j.thomas@neath-porttalbot.gov.uk](mailto:a.j.thomas@neath-porttalbot.gov.uk)

Julie Duggan. Operational Manager Homecare

Tel No.: 01639 685387

E-mail: [j.duggan@npt.gov.uk](mailto:j.duggan@npt.gov.uk)