



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

RSD Technology Ltd (DCA)

Fforestfach

Type of Inspection – Full

Date(s) of inspection –

**Thursday, 30 November, 4 and 12 December
2017**

Date of publication – Wednesday, 14 February 2018

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Summary

About the service

RSD Domiciliary Care Agency provides care and support to people over 18 years of age who live in their own homes. At the time of inspection the service was part of a national recruitment company, RSD Technology Ltd. The office is located in Fforestfach Industrial estate on the outskirts of Swansea. The registered manager is Christian Heinrich.

The service was in the process of re-registration to be independent of RSD Technology Ltd. This process was not complete at the time of inspection.

What type of inspection was carried out

We undertook a scheduled, unannounced baseline inspection of the service.

The following methodology was used:

- two unannounced visits to the registered office on 30 November and 12 December 2017;
- home visits with three people receiving care and family members on 4 December 2017;
- telephone calls to two people using the service for feedback about the service;
- discussions with care workers and care co-ordinators;
- examination of the Statement of Purpose;
- examination of three people's care documentation;
- examination of personnel documentation including recruitment, training and supervision records;
- examination of records relating to the day-to-day running of the service.

What does the service do well?

There were no significant areas of outstanding practice; however, people told us they received an excellent standard of care from the agency.

What has improved since the last inspection?

The recommendations made in the previous inspection report dated 2 and 8 February 2017 have been addressed.

What needs to be done to improve the service?

There were no recommendations made at this inspection

Quality Of Life

People who use RSD care agency can be assured that the service is individual to them and person centred. People we spoke with told us that they had consistency of care workers but recognised at times due to annual leave and sickness that this may change. Everyone we spoke with valued continuity because it meant familiar care workers knew their care needs and this made them feel safe. People told us that new care workers were always introduced first and shadowed an experienced member of staff before undertaking the role independently.

Care documentation viewed in the homes of people we visited and on the office electronic system showed that people were protected by good quality record keeping. We looked at care management assessments, service delivery plans and risk assessments. These were comprehensive, regularly reviewed, person centered and gave the care worker up to date knowledge of a person's care needs likes and preferences. We saw in three people's care records that risk assessments and care planning were individualised and person centred. We saw that people's involvement in completing the documentation was valued as service delivery plans were signed by the person receiving care. We also noted that the agency plans followed Local Authority care plans and that the service reacted in a timely way when they identified any health or social care concerns.

People can be confident that they will be supported to remain healthy and as safe as possible. This is because we saw risk assessments detailing how an identified risk would be managed for example, medication management, skin integrity and mobility needs. These had been regularly reviewed and were up to date.

People experience enhanced well-being from a service, which is reliable. Without exception, people spoke very highly of the service they receive, from any contact with the office and management to the care workers who supported them. One person told us that *'the support we get is wonderful'* and *'the girls are always respectful and happy and I look forward to them coming'*. Another person told us *'the carer's are excellent; they go beyond to support me'* and continued *'they are kind, reliable and professional at all times', the carer's are well trained and we are so grateful to them'*. People we visited told us that care workers always stayed their allocated time and took time to sit and talk to them if all their tasks were completed. One family member told us that their relative really valued this interaction as some days the care worker is the only person they see. This showed that people were valued and respected.

From our observations and feedback we received from people using the service, we found that people are receiving good quality person centered care.

Quality Of Staffing

People who use the agency can be assured that care workers who support them are suitable to carry out the tasks expected of them and are well trained.

Care workers had been robustly and safely recruited. We saw four electronic staff files and each one confirmed that all the required recruitment checks had been undertaken before employment commenced. Clear systems were in place to obtain two references, full employment history and evidence of qualifications, together with the other information required by regulation, such as proof of identity and a recent photograph.

People can feel confident that they will be supported by care workers who are competent and confident in meeting their particular needs. This is because we saw records evidencing that staff received training in areas including medication management, safeguarding, moving and handling and first aid. They also had more specialist training including palliative care and understanding and supporting a person with dementia to ensure individual needs could be met. The induction programme for new care workers included a period of shadowing more experienced carers for as long as they felt they needed, to gain confidence. People and relatives we visited confirmed this.

The contact between care workers, care co-ordinators and the registered manager is very frequent. This enables any changes required to a person's care to be reported quickly and also offers support to care workers. We saw evidence that regular staff meetings were held which enabled the registered manager to communicate any changes and to give and receive feedback.

Staff are well supervised and records demonstrated that formal supervision was undertaken with staff at least three monthly. It was clear that the staff were monitored frequently and seen by the care co-ordinators on a regular basis. Spot checks at people's homes were made frequently and staff were also expected to look neat and tidy, wear their uniforms, produce identity, and have personal protective equipment with them at all times.

The care workers and care co-ordinators we spoke with told us they felt valued by the agency. In addition, they told us that the registered manager is approachable, the agency operates an open door policy and the registered person is always available for advice and support.

Overall we found that staff had been properly and robustly recruited, were appropriately trained and well supported to undertake the work they perform.

Quality Of Leadership and Management

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

People can be assured that RSD care agency is well managed. This is because the registered manager is experienced and competent in care management and holds the appropriate care qualifications necessary for the role. The agency has been in operation since November 2010 and the people who use the service are from the Swansea area. At the time of inspection the service was in the process of re-registration to be independent of RSD Technology Ltd, which is a national recruitment company. This process was not complete at the time of inspection. We saw that there was a current Statement of Purpose in place which was up to date and reflected the services offered and contact details. Each person we visited had access to the Statement of Purpose in the home file and told us they know who to speak with in the office if they needed assistance.

RSD had appropriate systems in place to ensure that people received a timely service that could fully meet their needs. An electronic call monitoring system is used to ensure that calls were carried out as scheduled. We found that usually people received care and support at the expected times and for the required duration in line with the persons timetable of care provided by the local authority. There is close oversight of this system because a member of staff monitors the electronic system and responds in a timely way to any late or missed calls.

People who use the service can be assured that the planning, organising, and systems in place benefitted their care, as communication was robust and there was strong direction from management. Quality monitoring was in place and we saw that people who used the service and their relatives were included in the process. Policies and procedures were reviewed regularly and were made available to all staff members.

Overall we found that people using the service can be confident the agency was well run. Administrative systems were well organised and the required records were being maintained.

Quality Of The Environment

The Quality of Environment is not a theme we explore in any detail for domiciliary care agencies. However, we saw that the office was suitably equipped for the purposes of the day-to-day operation and management of the service. People using the service and staff employed can have confidence that their personal information was stored securely.

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.