



Inspection Report on

Castell Care and Support - North

**Unit 4 Evolution
Lakeside Business Village St. Davids Park
Deeside
CH5 3XP**

Date Inspection Completed

23/08/2024

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About Castell Care and Support - North

| | |
|---|---|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Castell Ventures LTD |
| Registered places | 0 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 26/04/2022 |
| Does this service promote Welsh language and culture? | This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture. |

Summary

Care staff are knowledgeable, respectful, caring, and employed in appropriate numbers. People receive good continuity of care and support. People are happy with the support they receive. People's care documentation is detailed, giving staff enough instruction on how to deliver support appropriately to the person. People's personal plans are reviewed in a timely fashion. There are no missed or late calls in regards people supported in the community.

Care workers are properly vetted prior to employment and are well trained and inducted to ensure they conduct their roles safely. Staff have regular supervision and appraisals. The management team are visible and available to chat with people about their support. There are arrangements in place, such as audits, satisfaction survey days and questionnaires, to ensure the provider knows how the service is running. The Responsible Individual (RI) has good oversight of the service.

Well-being

People have control over their day to day lives. The provider has a suite of quality assurance processes in place which consider and act on the views of people receiving support. The RI consults with people using the service on a regular basis. The six-monthly Quality of Care review and three-monthly RI visits are completed appropriately.

People are happy with the support they receive. People told us they are treated well, can have fun with staff, and said care staff are very kind. We saw people receive the support they need, and care staff listen to what support they want. Care workers told us personal plans are updated as soon as the persons support needs change and are an accurate reflection of the needs of the person they are supporting.

People are protected from potential abuse, harm, or neglect. Reviews of personal plans and risk assessments are undertaken in a timely manner and reflect the information contained in professional documentation on file. Care staff told us care plans are thorough, give them enough information to support the person effectively. We viewed personal plans which are an accurate reflection of the support the person needs. We viewed staff recruitment, which is robust, with care workers receiving appropriate training to meet the needs of the people they are supporting.

Care and Support

The service provider considers a range of views and information about prospective clients. People are consulted about their care needs and preferences prior to the service commencing, to ensure the service can meet their needs. Pre-admission paperwork is detailed, and person centred. It gives an initial overview of the individual, outlines their preferences, and identifies the needs of, and risks to, the person. We saw information from professionals is also obtained prior to people receiving support from the service.

People can be confident there is an accurate, up to date plan for how their needs are to be met. We spoke with managers who told us personal plans are reviewed and updated regularly, this was confirmed by documentation we saw and from discussions with care workers. We spoke with people who told us they have input into their care plans, and they are happy with the care and support they receive. One person told us *"I can have what I want whenever I want it."* We saw people had been on holidays to destinations which they chose with the help of care staff and had a wonderful time. People and care staff we spoke with confirmed this. We saw, and were told, people undertook a range of activities, such as bowling, shopping, cooking, and going out with friends for *"Cake and coffee"* which they choose themselves. A care worker said, *"The support people get is what the person should be getting, absolutely, choice is different for everybody, but people always get a choice...People are well supported and supported to make decisions."*

Personal plans are detailed, person centred and give care staff enough instruction on how to meet the person's care and support needs. Managers and care workers we spoke with confirmed care staff must read people's care plans before commencing support with the individual. We spoke with people who told us they receive the support they need. One person told us care workers are gentle when they help them bathe and we saw and were told they have photo prompts to help them make informed choices. We also spoke with care workers who told us there is enough information in the care plan, they are person centred and care staff are notified about changes to the care documentation. We viewed people's care plans which are detailed and give staff comprehensive instruction on how to support the individual. We saw detailed instruction regarding people's needs and their personal care requirements. We also saw detailed risk assessments have been put in place. We were told by care staff and someone using the service that care workers and managers have used a strategy to help support a person more effectively. The innovation used shows clearly care workers and managers are aware of the background of the person, and ultimately what will work when supporting them. Outcomes in professionals' documentation is also reflected in people's care documentation. Risk assessments are reviewed regularly, dated, and accurately reflect the individual's needs. People we spoke with confirmed they get the care and support they require and that they are treated with dignity and respect by members of the care team. This is something witnessed throughout the inspection.

Leadership and Management

Management arrangements ensure oversight of the service, and we saw the required policies and procedures are in place. We saw evidence of regular and comprehensive audits of all areas of the service. The Responsible Individual (RI) has oversight of the service. The RI being based at the providers main office also helps with oversight and informed decision making. The RI undertakes a three-monthly review of the service, and the report produced is detailed, showing discussions with stakeholders takes place. The Quality-of-Care Review has also been undertaken in line with regulations. Managers confirmed, and we saw evidence that showed the provider undertakes oversight through other techniques, such as satisfaction survey days. This is where all stakeholders receive a survey to complete, and service users can visit the head office to take part in an event where they may share their views on the service they receive. Care staff told us managers are approachable and supportive. One care worker told us *"It's a brilliant firm... Management are absolutely fantastic."* Policies and procedures in areas such as safeguarding, medication and positive behaviour support are in place, are comprehensive and reviewed regularly.

People are supported by a service which provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills, and qualifications to provide the levels of care and support required. Care staff told us they receive a lot of training which is regular and appropriate for the people they support. We saw training records which confirm this, with training in areas such as safeguarding, medication and autism being undertaken. We spoke with managers and saw evidence which shows there is both a corporate induction and service specific induction process in place. This induction process ensures new care workers are familiar with not only the needs of the provider, but also the requirements of the people they will be supporting. We saw staff rotas which confirm people supported in the community receive good continuity of support from small teams of care staff and people supported in shared services receive appropriate staffing throughout the day and night. We saw evidence of regular staff supervision, appraisals, and team meetings, which care staff confirmed take place. Staff files evidence robust recruitment processes are in place.

| Summary of Non-Compliance | |
|---------------------------|---|
| Status | What each means |
| New | This non-compliance was identified at this inspection. |
| Reviewed | Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection. |
| Not Achieved | Compliance was tested at this inspection and was not achieved. |
| Achieved | Compliance was tested at this inspection and was achieved. |

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

| Priority Action Notice(s) | | |
|---------------------------|--|--------|
| Regulation | Summary | Status |
| N/A | No non-compliance of this type was identified at this inspection | N/A |

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

| Area(s) for Improvement | | |
|-------------------------|---|--------|
| Regulation | Summary | Status |
| N/A | No non-compliance of this type was identified at this | N/A |

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| | inspection | |
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