



## Inspection Report on

**G.R.S. (Care) Limited (West Wales)**

**Scarlet Court  
Heol Y Aur  
Llanelli  
SA14 8GG**

## **Date Inspection Completed**

21 June 2022 & 22 June 2022

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## About G.R.S. (Care) Limited (West Wales)

Type of care provided	Domiciliary Support Service
Registered Provider	G.R.S.(CARE) LIMITED
Language of the service	English
Previous Care Inspectorate Wales inspection	17 June 2019, 18 June 2019 & 19 June 2019
Does this service provide the Welsh Language active offer?	Yes. This service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

G.R.S (Care) Limited (West Wales) is a domiciliary support service that operates from an administrative office in Llanelli. It provides care and support to people living in their private homes or supported living settings in the West Wales area. The service has two managers with responsibility for its day-to-day running. One manager oversees the service being provided in supported living settings whilst the other oversees the delivery of the home care service in the community.

People receive a reliable, good quality service. They have good relationships with care workers, who support them to socialise with others and be active in the community. People value how flexible and accommodating the service is. Where possible, care arrangements are adjusted to better suit people's needs and preferences. Personal plans are easy to read and clearly identify the goals people want to achieve. Work is underway to improve the level of detail within these plans and ensure they are reviewed every three months. Care workers promote people's health and independence by supporting them to access medical and specialist services and encouraging them to do as much for themselves as possible.

There are systems in place to monitor the quality of the service and drive improvement. Staff are committed to instilling the company's values, helping people maximise their potential and making a positive difference to their everyday experiences. Care workers are appropriately recruited, trained and supported. Their development is encouraged and views valued. Managers are open and responsive to feedback.

## Well-being

People have opportunities to share their views about the service and these are respected. Where possible, the service accommodates people's wishes with regards to their care calls in the community. People are involved in developing and reviewing their personal plans, which identify their care preferences, routines and individual goals. Care workers are passionate about supporting people to achieve their goals and have opportunities to discuss people's progress during their formal supervision. The staff team is committed to delivering the service's aim of making a positive difference to people's everyday lives.

People are supported to follow their interests and develop life skills. They can form positive relationships with care workers and meet up with friends for various activities. Activity plans are completed based on people's own skills and interests. The service keeps records of the activities people take part in and how much they have enjoyed or benefitted from them. Care workers have a good understanding of people's abilities and encourage them to do things for themselves where possible. Care workers know how best to communicate with people and respond appropriately to body language cues. Care workers also communicate well with people's families. We were told, *"I can't recommend them highly enough"*.

The service promotes people's physical and emotional well-being. People are encouraged to be active and to live a healthy lifestyle. Personal plans take into account people's health and social backgrounds. There is a system in place for monitoring the completion of calls in the community, which ensures people receive the care and support they need at the right time. Care workers complete a range of mandatory and specialist training to support them in providing the best possible care. People receive their prescribed medication and have access to medical and specialist services when needed. People have confidence in the ability of care workers and feel safe and comfortable when being supported. Senior staff regularly monitor care workers' practice in the community by carrying out spot checks.

The service helps protect people from harm and neglect. Risk assessments identify how people's safety is to be promoted during care delivery and when taking part in activities. Care workers adhere to infection control procedures to help protect people from COVID-19 and other infections. Staff have access to the service's safeguarding policy and know how to report concerns. They are safely recruited and well supported in their roles. Records confirm that staff complete training in relation to safeguarding adults at risk. Managers make sure concerns are reported appropriately and follow the advice and guidance given by Local Authority safeguarding teams and other agencies. The responsible individual (RI) oversees the running of the service and there are systems in place to ensure standards are regularly monitored.

## Care and Support

The service recognises what really matters to people and provides them with the appropriate level of care and support. One person said, *“They do everything I need them to do. They always ask me first and then do it”*. The goals people would like to achieve are identified within their personal plans. Work is underway to improve the level of detail within these plans and to ensure they are reviewed every three months. Records show that care workers support people to follow their own interests and keep in touch with family and friends. People are also supported to attend their health appointments. Many people attended a coffee morning at the service’s administrative office, with staff support. They appeared happy and excited as they socialised with others and planned various outings and activities. The service produces newsletters every three months to celebrate people’s achievements and share their experiences with relatives and professionals.

Care workers know how to communicate with people effectively. We saw them supporting people in a dignified, respectful way. Care workers spoke passionately about providing a service that enhances people’s quality of life. They showed a good understanding of people’s backgrounds, care needs and preferences. Relatives confirmed that care workers know how their loved ones like to be supported and do so in a caring, professional way. It was clear that people value the relationships they have built with their care workers:

- *“We have a really good laugh”*
- *“They’re more like part of the family”*
- *“They are absolutely fantastic. They have supported me over the years for so many things”*

The service manages people’s medicines in line with its policy. We saw that medicines are securely stored within the supported living environment. There are systems in place for monitoring storage temperatures, although staff need to ensure these are recorded daily so any issues can be dealt with. Regular stock checks are carried out to help identify administration errors or supply issues quickly. Medicine information leaflets are available for care workers to refer to. Personal plans set out the level of support each person needs with their medication. Medication profiles also explain in detail how people like to take their medicines. Records show that people receive their medication as prescribed. Care workers also clearly record the reason for administering any ‘as required’ medication. Senior staff monitor practice in the community through regular spot checks and audits of medication records. Records confirm that care workers complete extra training if they need to administer any specialist medication.

## Environment

The quality of the environment is not a theme that is applicable to domiciliary support services as people are cared for in their own homes. However, we made the following observations:

The service is run from a large administrative office with designated training room. It has appropriate facilities for storing electronic and paper records securely. We were given assurances that a suitable lock is being fitted to the cupboard within a new supported living setting, where confidential information is being stored. The service completes environmental risk assessments for people being supported in their private homes in the community. Risk assessments are also in place for people carrying out household tasks within the supported living environment. These assessments identify how care workers should manage environmental risks to people's safety.

The service is following government guidelines with regards to managing COVID-19 risks. Personal protective equipment (PPE) is available to care workers and we saw them wearing face masks within the supported living environment. Relatives confirmed that care workers use PPE during care calls without prompting, and leave their property in a clean, tidy condition. Care workers are required to complete training in relation to infection control and undergo routine COVID-19 testing. They ensure visitors produce evidence of a negative lateral flow test before allowing them into supported living settings. We found the supported living environment to be clean, tidy and hygienic. Communal rooms were homely and people had personalised their bedrooms.

## Leadership and Management

The service has experienced staffing challenges during the COVID-19 pandemic. However, data shows that staffing levels have recently improved. Care workers told us people had experienced some disruption due to staff shortages, although vacancies have since been filled, providing people with better continuity of care. Managers confirmed that the service is now using far fewer agency staff. Records show that appropriate recruitment checks have been carried out for staff and they have been vetted by the Disclosure and Barring Service (DBS). The service uses an electronic call monitoring system to track the delivery of care calls in the community. This helps ensure they are carried out at the appropriate time. Relatives told us the service communicates well with them:

- *“They tell me who’s coming so we know where we are”*
- *“I get a rota about 10 days in advance”*
- *“They always let me know if there are any changes as it’s important”*
- *“Call time may move if short staffed but asked in advance, can negotiate times... They are very accommodating”*

The service ensures care workers complete a range of mandatory and specialist training relevant to the needs of the people they support. Care workers described their training as *“good”* and spoke passionately about their jobs: *“It’s amazing here, best thing I ever did. It really made me change my outlook on life. It’s such a rewarding job and they are so supportive”*. The service encourages care workers to complete a recognised care qualification, although care workers feel more advice and support around their registration with Social Care Wales would be helpful. Records show that the frequency of staff’s formal supervision has improved since the peak of the pandemic. It is scheduled every three months, which must continue. Care workers told us they are confident approaching managers, who are committed to addressing any issues they have: *“I can speak to them honestly and they take what I say seriously”*. Care workers share their views and ideas during meetings, which are respected and supported by managers.

The quality of the service is closely monitored and action taken when improvements are needed. Managers carry out regular performance audits, which they report to a regional director. The service considers people’s experiences and analyses any complaints, safeguarding concerns and other significant events during six-monthly quality of care reviews. The RI visits the service to formally assess standards. A consultant was used to conduct an independent quality review in April 2022. The service has followed recommendations following this review, such as improving the detail within personal plans and updating key documents. There are plans to restart forums that will give people more opportunities to influence the service they receive.

Managers and care workers are committed to providing a service that is consistent with the ethos promoted by the company and those it supports:

*'Together we ensure that every moment of support we provide makes a positive difference... We want people we support to achieve their potential and life goals.'*

We can therefore conclude that the service is being provided in line with its statement of purpose; a clear, informative document that explains how the service will support people to achieve the best possible outcomes. This document would benefit from some minor amendments regarding the quality monitoring arrangements and role of various agencies.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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**Date Published**

31 August 2022