Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Seashells Care and Support Services

21 Wynnstay Road
Colwyn Bay
LL29 8NB

Date Inspection Completed

5 July 2023.

11/07/2023

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About Seashells Care and Support Services

Type of care provided	Domiciliary Support Service
Registered Provider	Seashells Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	20 October 2020.
Does this service promote Welsh language and culture?	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

Seashells Domiciliary Support Service have a home care service covering several regions in North Wales. Staff retention is good, enabling good continuity of care for people. People told us they are happy with the service they receive and are happy with the length of visits. People said staff are friendly and polite and can care for their needs. Staff told us they are very happy working for the service and have good training and support to enable them in their roles. Updated policies and procedures are in place for staff to reference and ensure they have good practices. Regular training is given to staff ensuring they have current skills and knowledge. There are good managerial structures in the service to support and over-see staff. The RI conducts quality assessments of the service offered to people and produces a report concerning the results and any outcomes.

Well-being

People are happy with the service received. People and their relatives told us communication is good with Seashells regarding their service. People said they are supported by staff to be as independent as possible and remain a part of their local community. Visits are planned around people's needs, such as outings, day care, hospital appointments etc. Care is planned with the person receiving care to ensure their needs are met correctly and to give people choices. People said staff are respectful of them and their property. People are happy with the length of care visits and are informed in good time if there are any changes.

Staff are well supported in the service. Staff told us they enjoy their work and receive robust training to inform their daily practice. Staff have received safeguarding training and can describe the local process for contacting the safeguarding team should they be worried about people and need to ensure their safety.

Care and Support

Care is planned in a person-centred way. People are involved, from the onset of the service, in planning their care to ensure needs are met in an appropriate way. Care is reviewed regularly, and any changes are reflected in care plans. Personal plans contain a pen picture of the person cared for, their preferred routines and care needs. This enables people to have choice regarding their care.

The person's property is risk assessed, this is reviewed regularly to ensure people and staff are safe. Staff are respectful of property and people's preferred routines, how and when they like things done, is recorded in detail to ensure needs are met in an appropriate manner.

People are assisted with medications in as safe a way as possible. Training records show staff are updated with medicines training and are assessed as to their competency. Staff said they are satisfied with training, and support from managers. People said they are happy with the support given regarding medications.

The service informs CIW and local authorities if there are any safeguarding events for people or incidents which affect the smooth running of the service. Staff receive safeguarding training and are aware of local procedures should they be concerned about people's safety.

Environment

We do not assess the environment in domiciliary care services as care is give in people's homes. However, we saw utility checks for the office had been conducted and were up to date. Fire tests and drills are conducted regularly to ensure office worker's safety.

Leadership and Management

There is good managerial structure to ensure the smooth running of the service. Each region has a team with supervisors and managers to support people and staff. The RI conducts surveys questioning people and staff regarding the quality of the service and produces a report regarding the results and any outcomes. The surveys have mainly been done over the phone since the Covid-19 pandemic, but the RI is going to perform them face to face in the future as the incidence has subsided. The manager told us they have good support and supervision from the RI.

Staff recruitment and retention is good. We saw from staff personnel files; checks are in place to ensure staff are appropriate to work with vulnerable adults. Staff training is up to date and staff told us they are happy with the training and support they receive. Where supervision and annual appraisals are behind date for some staff members, the RI has assured CIW this will be addressed as soon as possible.

The RI has not advised CIW of any financial difficulties within the service. Staff numbers are good, and training and equipment are procured for staff's daily work and to keep people safe.

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. 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

N/A	No non-compliance of this type was identified at this inspection	N/A

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