



## **Care and Social Services Inspectorate Wales**

### **Care Standards Act 2000**

#### **Inspection Report**

#### **Tender Loving Care Limited**

Tyldsley House  
48 Clarence Road  
Craig y Don, Llandudno  
LL30 1TW

**Type of Inspection – Focussed**  
**Date(s) of inspection – 28<sup>th</sup> February 2014**  
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## Summary

### About the service

The agency provides domiciliary care for older people, people with physical disabilities, sensory loss/impairment and dementia. Tender Loving Care Limited is the registered provider and Helen Darling is the person appointed by the company as Responsible Individual. Catherine Williams is registered as manager. The agency operates from premises in Llandudno and covers Conwy County.

### What type of inspection was carried out?

We (Care and Social Services Inspectorate Wales, CSSIW) visited the agency on 28/02/14. This was a scheduled inspection and we focussed on people's experience of the service.

Information for this report was gathered from the following sources:

Discussions with people using the service, their relatives, the responsible individual, registered manager, a director of the company and care workers.

Records held at the agency office.

A self assessment of the service provided completed by the registered persons.

### What does the service do well?

We were given examples by people using the service and their partners of how the agency supports them outside of their allocated call times. People said that nothing was too much trouble for their carers and that they could call the agency for support at any time.

### What has improved since the last inspection?

Where this is requested, people are provided with rotas giving the name of each carer who will be providing their personal care in the coming week. This can be delivered in person by carers, by post or by email. This benefits people receiving a service because they will know which carers they can expect.

The management were about to introduce an electronic call monitoring system. The benefit of this for people using the service is that they will know the service they receive is being monitored to protect them from any missed or late calls.

### What needs to be done to improve the service?

The arrangements in place for entering people's homes should be strengthened to make use of key codes more secure. The benefit of this for people using the service is that they can feel safe and know their property is protected.

## Quality of life

In summary, we found that people using the service are given choice in how their care is provided and that they are treated with respect.

People using the service have choice and influence because they are involved in the planning and delivery of their care. People told us that the care they would receive had been discussed with them by the agency at the start of the service and that it was reviewed regularly. We saw copies of assessments carried out by the agency and commissioning authorities. People told us that any requests they make for a change in their service delivery plan or a change of carer are accommodated.

People told us that they are treated in a respectful manner. They commented on the kindness of their carers and described them as always cheerful, friendly and polite. People told us that carers also respect their home and property and always leave it tidy.

The people we spoke with were happy with the arrangements for entering their homes. We did, however, identify a weakness where key safe arrangements were in place. We discussed this with the management who agreed this required improvement so that people could feel safe and be confident their property is protected.

People have a voice and are encouraged to speak up. People told us they had a copy of the agency's complaints procedure, along with contact details of the agency. The people we spoke with described the management as very approachable and told us they would feel comfortable raising any worry, concern or complaint.

We found that people using the service experience appropriate, responsive care from staff with an up to date understanding of their individual needs and preferences. This is because each person has a service delivery plan. Those we saw set out what care was needed at each call. We know from speaking with people receiving a service, their relatives and staff that a copy was available in people's homes, along with records of the care provided during each call for the next carer to refer to. Carers told us that they are made fully aware of people's needs before any new calls. When we spoke with people using the service and their relatives they told us that they have the same team of regular carers who know their individual needs.

We were given examples of how the agency gives additional support to people outside of their allocated call times, such as arranging repair of equipment in their homes. We were told that this gave people confidence that they could always call the agency in an emergency.

The people we spoke with were very satisfied with their carers and told us they shared good relationships. People told us that they look forward to the carers' visits as it cheered them up. This demonstrated that people have good interactions with staff and feel enhanced well being as a result.

## Quality of staffing

Overall, we found that people receive reliable care from staff that they know and are comfortable with.

People feel confident in the care they receive because their carers are competent and confident to meet their particular needs. This is because the agency has an ongoing staff training programme which starts with induction. We saw evidence of this when looking at staff files. Examples of the training being provided were health and safety, manual handling, medication administration, first aid, food hygiene, infection control, dementia, adult protection, and nationally recognised qualifications in care. When we spoke with carers they told us that they receive sufficient training to help them do their job and that they are never asked to undertake tasks they don't feel able or confident to do. We saw evidence to show that fitness checks are undertaken when recruiting staff.

Carers told us they enjoy their work and that they felt well supported because there was always a manager on call to contact if they needed advice. We saw records to demonstrate that carers receive one to one supervision and carers confirmed this. Carers also told us that they are kept up to date with any changes through team meetings. Carers told us that they are well supplied with equipment to do their jobs and we saw several collecting protective gloves and aprons during our visit.

We found that people are cared for by familiar staff because the agency provides continuity of carers for people receiving a service. We saw this when looking at rotas and people told us that they have the same team of regular carers. People told us that they know who to expect and can request a rota of weekly calls. When we spoke with carers they confirmed that they have regular clients and that their rotas rarely change.

People receive timely support and care. People using the service and their relatives told us that carers arrive when expected and that they are contacted if carers are unduly delayed. Carers confirmed that adequate travelling time is allowed between calls so that they are not rushed or in danger of being late. The people we spoke with confirmed that their carers always stay the allocated time and that care giving is not rushed. No one participating in the inspection reported any missed calls. We saw a sample of records that were being maintained in people's homes that showed the date of calls and identity of the carer making the entry. They did not, however, show the time and duration of the call other than am or pm. We pointed out that showing the carer(s)' time of arrival and departure would improve these records for monitoring purposes. The management told us of their plans to introduce an electronic call monitoring system within the next few weeks. This would give them accurate data for monitoring purposes as well as alert them to any missed or late calls to vulnerable clients.

## Quality of leadership and management

We did not consider it necessary to look at the quality of leadership and management on this occasion due to information provided in the self assessment on how the agency operates and there being a stable management team in place. However, this theme will be considered during future inspections.

## Quality of environment

Not applicable to domiciliary care agencies.

**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. 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.

- **Focussed 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. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed 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.