

**CAERPHILLY COUNTY BOROUGH COUNCIL**  
**DIRECTORATE OF SOCIAL SERVICES**

**COMMISSIONING TEAM (ADULTS)**

**CONTRACT MONITORING REPORT**

Name & Address of Provider: Evergreen Care Wales Ltd  
Libanus House  
Blackwood

Date of Visit: 22 November 2018

Visiting Officer(s): Diane Davies

Present: Chris Davies – Responsible Individual

**1 Background**

Evergreen Care is a registered domiciliary care provider based in Blackwood. They currently provide a supported living service in four properties in the Caerphilly borough.

The monitoring visit undertaken at the office base involved discussion with the Responsible Individual, looking at processes, viewing some files and a range of documentation. A visit to each of the supported living properties was also arranged to meet some tenants and view a personal file.

Dependant on the findings within the report, corrective and developmental actions may be given to the provider to complete. Corrective actions are those which must be completed (as governed by legislation), and developmental actions are good practice recommendations.

**2 Previous Recommendations**

**2.1 Corrective Actions**

POVA training to be arranged for the staff who have not attended in the last three years (*National Minimum Standard, 19*) Timescale: *Within three months of date of report.* **Met**

**2.2 Developmental Actions**

There were no developmental actions noted

**3 Findings from Visit**

**3.1 Tenancy**

There are different landlords for each of the supported living properties and one of the landlords is also the owner of Evergreen. New tenants are offered an assured shorthold tenancy for one year at which time it becomes a six

monthly rolling agreement. The Responsible Individual advised that the tenants are not contractually obliged to receive support from Evergreen in order to keep their tenancy.

The Responsible Individual discussed the process of a new tenant moving in and informed that the aim is for the transition period to be completed anywhere between six to sixteen weeks however, this can change depending on the needs of the individual and existing tenants. The RI advised that Evergreen work with all involvements throughout this time and confirmed that existing tenants are involved in the entire process.

### 3.2 Documentation

The individual files viewed in the head office were securely stored in locked filing cabinets. Each file was clearly compiled and contained current, detailed and personalised information about the tenants with relevant documents being signed and dated where appropriate. It was acknowledged that Evergreen operate an efficient filing system with all historic paperwork being archived in the company's storage unit.

A one page profile has been completed for each tenant that provides a clear description of what is important to the individual and how they wish to be supported.

Personal plans contained information about all aspects of care including communication, personal needs, hygiene, eating, medical requirements, financial support etc. as well as likes and dislikes, routines and support requirements. It was evident from the personal plans and discussions with the RI that tenants are encouraged to be as independent as possible in all areas.

### 3.3 Approach to Care

Evergreen have a number of simple, effective processes in place and have introduced forms that staff complete and update regularly with the tenant to ensure that the care and support being provided meets the current needs and remain person centred.

Evergreen supply each property with blank forms to accommodate the requirements of the business and staff complete these as necessary to ensure all paperwork held on the files remains current. All processes are overseen by management and all completed paperwork is sent through to the main office and checked on a monthly basis.

Tenants receive individual monthly and six monthly outcomes meetings which provide the individual with the opportunity to stipulate what they would like to achieve as well as giving the provider the opportunity to make recommendations to help the individual progress in areas that they feel will be beneficial. Both methods are completed in agreement with the individual and are discussed and reviewed on a regular basis.

Each tenant has a personal review every 3 months which consists of a one to

one questions and answers session. The review encourages individuals to state how they are feeling and provides the opportunity to make a complaint or raise a concern. Tenants also have the opportunity to meet with or talk to management.

Tenants meetings are undertaken every month and individuals are encouraged to add items to the agenda and participate in the meeting whereby they have the opportunity to discuss any issues or concerns that they may have.

The Responsible Individual advised that tenants and their families (where appropriate) are involved in decisions made about their property. As well as feedback from the yearly quality assurance questionnaires the provider is always accessible and encourages open communication on a daily basis.

The Responsible Individual informed that a charity coffee morning is arranged at Evergreen office every two to three months and all tenants are invited to attend. The RI also informed that the money raised is donated to a charity that has been chosen by the tenants.

The RI informed that some tenants have accessed advocacy services in the past and all properties have contact numbers for advocacy services, should anyone require assistance. However, advocacy involvement is usually instigated by the social worker.

#### 3.4 Complaints and Compliments

Evergreen have a clear complaints policy with an easy read and step by step guide to deal with any complaints should they arise. Evergreen have not received any complaints in a number of years.

#### 3.5 Quality Assurance

The provider sends out quality assurance questionnaires to internal staff, tenants, relatives and professionals on a yearly basis and the responses received are collated and put into a report.

The report for May 2018 was viewed and showed positive feedback from families and other stakeholders in areas such as quality of care, the staff, the management and the choice and range of activities.

#### 3.6 Staff

The provider has recently recruited twelve new members of staff due to the growth of the business and to cover additional support packages. They continue to have very good staff retention with just one member of staff leaving in the last twelve months.

The manager confirmed that they do not use agency staff and should there be any sickness absences they would be covered by existing staff.

Staffing levels are decided and reviewed on an ongoing basis depending on the needs of the individuals and social workers are involved should any

increase or decrease in hours be required.

The provider operates an on call system to provide support, advice and guidance to staff in the properties with any problems on a 24/7 basis.

All new staff receive a thorough induction and the provider continues to use the induction framework created by the Care Council for Wales. The Manager informed that Evergreen are currently in the process of updating the induction to the All Wales Induction Framework.

The Manager informed that Evergreen currently access training through a private company called G Care and this is their preferred option as they can tailor the courses to accommodate the needs of the individual being supported. The Manager also advised that they provide classroom based training for staff and tenants are able to attend courses of interest.

Training is evaluated through supervision sessions with staff and the feedback questionnaire completed at the end of each course. The Managers will also attend some courses to ensure they remain fit for purpose.

Staff receive supervision on a one to one basis every 3 months as required and have an annual appraisal. The supervision form seen was in a good format with the option to request one to one with the manager. Supervisions and appraisals seen on file were up to date.

#### **4 Corrective / Developmental Actions**

##### **4.1 Corrective Actions**

None

##### **4.2 Developmental Actions**

None

#### **5 Conclusion**

The visit was positive with many examples of work practices discussed and acknowledged during the visit. It was evident that the provider simplifies forms to aid good, effective communication and improve service delivery. The provider is encouraged to maintain the standards seen during the visit.

**N.B.** This report will be made available via Caerphilly County Borough Council's Internet site. Hard copies of the report will also be made available to service users and/or their families should they ask to see them.