



Care Inspectorate Wales

Regulation and Inspection of Social Care (Wales) Act 2016

The Regulated Services (Service Providers and Responsible Individuals)
(Wales) Regulations 2017

Priority Action Report

Accredilink Community Response Taskforce CYF

in respect of

Accredilink Community Response Taskforce

Ruthin

This report contains notices where priority action must be taken by the registered person in respect of identified non-compliance with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this report is a serious matter. The notices contained within the report have been issued in accordance with our Securing Improvement and Enforcement Policy. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with this policy.

A copy of the Securing Improvement and Enforcement Policy is available on our website

Further advice and information is available on our website

www.careinspectorate.wales

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Priority Action Notice
Identified at this inspection dated: 27 September 2023
Our Ref: NONCO-00017692-BRCM

Non-compliance has been identified with Regulation 36
The specific sub-regulatory failures relate to: 36(2)

The service provider has failed to ensure that all staff have received support and training relevant to their roles. Ensure all staff receive inductions, supervisions and complete the training they need to carry out their roles and responsibilities effectively and can appropriately meet the needs of people using the service.

Regulatory Failings

36(2) The service provider must ensure that any person working at the service (including a person allowed to work as a volunteer) - (a) receives an induction appropriate to their role; (b) is made aware of his or her own responsibilities and those of other staff. (c) receives appropriate supervision and appraisal; (d) receives core training appropriate to the work to be performed by them; (e) receives specialist training as appropriate; (f) receives support and assistance to obtain such further training as is appropriate to the work they perform.

Evidence

Staff spoken with as part of this inspection confirmed they had received an induction prior to commencing calls but there was a lack of evidence in staff files to demonstrate an induction programme had been carried out.
There was a lack of evidence in the staff files viewed to demonstrate a consistent induction programme for all staff
The training matrix provided to CIW contains only limited details of training provided and is not consistent with the comprehensive list of training documented in the Statement of Purpose.
[REDACTED] limited core training had been provided since they commenced their roles but this did not include training relevant to the specific care needs of people receiving a service.
The RI confirmed that a new training package has been sourced for staff and training would improve going forward.

Impact on and / or risk to the health and well-being of people:

We have assessed the potential risk and / or impact on people's health and well-being as a result of this non-compliance as Moderate and there is likely reoccurrence.

Outcomes for People

People's health, safety and wellbeing is at risk when staff supporting them have not received inductions, supervisions or training to carry out their roles and responsibilities.

Timescale for completion

31 December 2023

Priority Action Notice
Identified at this inspection dated: 27 September 2023
Our Ref: NONCO-00017690-WVNF

Non-compliance has been identified with Regulation 35
The specific sub-regulatory failures relate to: 35(1)

The provider has failed to ensure recruitment pre-employment checks are fully completed prior to new staff being employed to work at the service. Ensure there is a robust process in place to obtain all the required information including references prior to them commencing their post and all staff have an up-to-date Disclosure and Barring Service (DBS) checks in place and accurately recorded.

Regulatory Failings

35(1) The service provider must not - (a) employ a person under a contract of employment to work at the service unless that person is fit to do so; (b) allow a volunteer to work at the service unless that person is fit to do so; (c) allow any other person to work at the service in a position in which he or she may in the course of his or her duties have regular contact with individuals who are receiving care and support or with other persons who are vulnerable unless that person is fit to do so.

Evidence

We did not find that the provider's recruitment policy is being followed. It states all staff are fully vetted and all necessary checks are completed prior to commencing work.

During this inspection we viewed ten staff files and found the absence of a robust recruitment process in place to ensure people are safeguarded.

Several electronic staff files contained very little information and are missing relevant and required information to meet the regulation. For example, not all files contained the relevant identification documents, two references, a valid DBS check or details of Social Care Wales (SCW) registration.

Three staff files viewed have no stored records, noting "This folder is empty".

We found discrepancies in information submitted to CIW. The DBS record indicates that all staff listed have valid DBS checks. However, eleven staff names listed within the record differ to the list of staff provided to CIW.

In some of the files viewed we identified the following:

[REDACTED]

From the various dates recorded on the record, it appears that all submission dates for DBS checks are 2023 despite being made aware that some staff started in 2022.

We viewed a training record which includes names of two staff members - [REDACTED] however there is no record of these two employees on DBS record or list of staff provided to CIW.

Impact on and / or risk to the health and well-being of people:

We have assessed the potential risk and / or impact on people's health and well-being as a result of this non-compliance as Moderate and there is likely reoccurrence.

Outcomes for People

People are not protected from abuse when there is a lack of vetting and recruitment checks being completed for staff.

Timescale for completion

15 December 2023

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