

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Cariad Domiciliary Support Services Limited

Unit 21 Torfaen Business Centre
Panteg Way New Inn
Pontypool
NP4 0LS

Type of Inspection – Focused

Date(s) of inspection – Tuesday, 2 June 2015 & Thursday 4 June

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Summary

About the service

Cariad Domiciliary Support Services Ltd. is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide personal care to adults with physical disability, sensory loss or learning disabilities. The agency currently provides support to three groups of people who live in supported housing with shared tenancies as well as to people who live with their families.

The agency office is located in a business park in New Inn, Pontypool. The Registered Manager is Rachel George and the Registered provider has a nominated individual to represent them.

What type of inspection was carried out?

We (CSSIW) visited the service on an announced basis on the 2nd and 4th June 2015 to carry out a focused inspection which considered the quality of life theme and considered the experience of people using the service. It was an announced inspection in order to gain access to the office and to ensure service users were at home at the time of the inspection. To inform our report we considered the following:

- discussion with people using the service and family representatives
- observation of care practice at one of the supported services
- discussion with the Registered Manager, Responsible Individual and care staff
- examination of three care files and related documentation
- examination of two staff files
- examination of quality assurance information including the quality assurance report dated the 10 April 2015

What does the service do well?

The service provides a 'semi-independent' flat as a step down from the supported living provision. The flat has a separate entrance and the person living in it informed us that it has really helped him with his independence skills.

The provider had ensured that, a service user previously known to them was supported whilst in hospital prior to his transition to a nursing home.

What has improved since the last inspection?

The provider has revised the whistle blowing policy to include contact details and numbers of external independent agencies.

What needs to be done to improve the service?

There were no non-compliance notices issued.

The service must ensure that they are fully compliant with Regulation 18(2) of the Domiciliary Care Agencies (Wales) Regulations 2004 and National minimum Standard 21. Staff Supervision. This is because we did not see evidence in one of the two staff files we examined that supervision, on a one to one basis, was undertaken once every three months.

The above will be tested for compliance at future inspections.

Quality of Life

Overall we found that people have a good quality of life where they are able to have their views heard and acted upon and where staff will support them to be as independent as possible.

People can have a voice and are encouraged to speak up, feel their views are listened to and have choice and influence in their daily living. This is because care planning involves people using the service or their representatives. In addition, within their support living environments staff will meet with people supported on a weekly basis as well as have one to one time. During those times, we were informed, all aspects of their care are discussed.

During our observations of care practice we saw people being treated with dignity and respect by being offered choice and receiving care in a personal manner whilst staff were respecting their confidentiality.

One individual is accommodated in a self-contained flat, within the property, and he informed us that they help him to be as independent as possible.

We spoke with a family representative during our inspection visit, who regularly comes to visit. She commented on how her relative enjoys living within the supported environment because she regards it as her home. She also informed us that her relative is involved in decision making on such matters as menus, activities and holidays.

People can be assured that they experience a sense of achievement and are positively occupied and stimulated. This is because the staff plan, on a one to one and group basis, their activity planners for the week if that is their preference. We saw one individual spoken with during our inspection, where activity planning discussions take place on a daily basis as that is their preference.

We were informed and saw evidence in care plans that people were able to access a variety of activities in the community. These included day centre activities as well as visiting pubs for lunch, shopping, the cinema and one person enjoyed seeing animals so had been to a community farm. During our inspection there was a lot of discussion of a forthcoming group holiday and several individuals told us they were looking forward to that.

All the people living at the supported home we visited undertake household chores dependent upon their ability and several were happy to tell us that they enjoyed getting involved in 'helping'.

People are supported to remain fit and healthy and have access to specialist or medical help if required. This is because the service, through assessment and care planning has a thorough understanding of needs.

Care files, we examined, detailed the health issues related to each individual and any ongoing involvement of health professionals. Each file gave the relevant general practitioner information and records noted a number of medical appointments attended.

Also in care files we noted that the provider had procedures in place for the safe arrangements of the administration of medication. We also noted that one service user had recently had an appointment with audiology and an occupational therapist. A service user's representative we spoke with, who was present during our inspection said that her relative 'is well cared for' and the service react immediately if there are any health issues.

We noted that people receive a timely and responsive level of care because the delivery provision and care plan is renewed. We evidenced, in the two files we examined, that reviews had been undertaken at appropriate intervals and plans updated as required.

People can be assured that they experience warmth and a sensitive approach to their care. The organisation have created an atmosphere that is welcoming, caring and friendly.

The atmosphere in the home we visited was extremely positive and staff were engaging people and sensitive to the individual needs, behaviours and personalities of those they looked after. People being supported were happy to welcome us and, when on several occasions individuals became anxious, staff identified the anxiety and distracted the individual towards something else. Care files detail Antecedent-Behaviour-Consequence (ABC) analysis and we saw staff were able to implement agreed strategies to manage the heightened anxiety.

We spoke with a family representative of a person receiving home support. She informed us that she believed the service to be excellent and the carers as 'very motivated, caring and sensitive to needs'.

Quality of Staffing

The focus of this inspection considered the quality of life theme and the experience of people using the service so we did not consider it necessary to look at the quality of staffing in any detail on this occasion.

We did note, during an examination of two staff files that the provider was not fully compliant with Regulation 18(2) of the Domiciliary Care Agencies (Wales) Regulations 2004. Staff Supervision. This was because, in one staff file, we did not evidence that one to one supervision is being conducted every three months. It is important for continuity and provision that the line manager maintain a regular frequency of one to one discussion.

Quality of Leadership and Management

This inspection focused on the quality of life theme and the experience of people using the service so we had did not consider it necessary to look at the quality of leadership and management on this occasion. This will be considered at future inspections.

Quality of The Environment

This theme is not considered in domiciliary care inspections.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. 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.

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

Baseline and focused 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.

