



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Mencap Cymru

Deeside

Type of Inspection – Full

Date(s) of inspection –

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1 December 2017

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Summary

About the service

Mencap Cymru is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide domiciliary care and support for adults with a learning disability. The agency has nominated a responsible individual to oversee the operation of the service. The registered manager is Meriel Jane Thomas.

The agency operates from the registered office in Shotton, Deeside, and provides support to people living within the areas of Flintshire, Denbighshire, Wrexham and Conwy. People are supported to access a variety of services within the community and are offered personal care in their own homes and within supported living settings.

What type of inspection was carried out?

This was a scheduled full inspection which explored three quality themes: quality of life, quality of staffing and quality of leadership and management.

We made an unannounced visit to the agency office on 30 November 2017 between 09:47 and 15:00. We also visited two projects where we had arranged to speak to the people who use the service and the staff who support them; these visits took place on 30 November 2017 between 15:40 and 19:17 and on 1 December 2017 between 13:20 and 15:20.

Information for this report was gathered from the following sources:

- We sent out questionnaires asking people, relatives and staff to comment on their experience of receiving a service from the agency and working with the agency. At the time of completion of this report one staff questionnaire was completed and returned.
- We spoke with four people who use the service, the registered manager, two service managers for two projects, four care workers and a relative of a person using the service.
- We viewed three people's care documentation, risk assessments and daily log diaries.
- We viewed three care staff's records including information on their recruitment, supervision and training.
- We viewed policies in relation to the management of medication, management of finances, safeguarding and the on-call system.
- We viewed records of the last three management meetings.
- We viewed the service user guide and statement of purpose.

What does the service do well?

People receiving a service from Mencap Cymru are supported to achieve their personal independent living goals and to lead active lives in line with their individual choices, hobbies and interests.

What has improved since the last inspection?

There were no issues of non-compliance at the last inspection. Since the last inspection the retention of care staff has improved, Mencap Cymru have a continual plan to recruit staff to ensure staffing levels meet the needs of the people using the service.

What needs to be done to improve the service?

No non compliance notices were issued as a result of this inspection.

The following areas of improvement were identified which the registered persons should consider to further improve and develop practice:

- All care documentation should be reviewed at least annually or when their circumstances change. The service would benefit from using the 'What matters most' outcome-centred support plan for all people who receive a service. This would ensure the goals and aspirations of people are recorded using the same easy read tool and provide good evidence in measuring the difference the service makes to their lives.
- The service's position on the 'Active Offer' of the Welsh should be made clear in the statement of purpose and service user guide.

Quality Of Life

In summary, we found Mencap Cymru provides good quality individual care and support, where independence is encouraged and social and engaging activities are promoted. People's views of the agency were positive.

Mencap Cymru currently supports people who live in their own homes or live in supported tenancy houses. We were invited to visit people living in two supported houses. We found people are treated with dignity and respect and have good relationships with care staff. We found both supported houses to have a relaxed positive atmosphere, where both staff and people were happy and comfortable in each other's company. We observed staff to be skilled at communicating with people who had limited or no verbal ability and were able to meet their individual communication needs; we saw care staff using a person's individual variation of non verbal communication whilst interacting with the person. We observed people were supervised and supported by staff according to their individual needs. People experience enhanced well-being because their needs are understood and catered for.

People receive appropriate and individually tailored care and support. We looked at care records for three people and saw, before people receive a service, a pre-assessment of their care needs is carried out, therefore Mencap Cymru are able to assess if they can meet people's care needs before they start to receive a service. Care records included information in relation to what was important to each person, their likes, dislikes, personal choices, preferred routines and how best to support each person. The goals and aspirations of people were clearly defined and the actions required in achieving their goals. When we spoke with the care staff on duty they had a clear understanding of people's individual needs. The information they shared with us correlated with the information held in people's care documentation and with what we saw happening in practice.

We found care records for two people in one service were due for annual review. We saw previously there had been a pattern of reviewing care documentation six monthly or when a change in care needs was highlighted. The care documentation we saw for two people was last reviewed twelve months prior to the inspection visit. Following our inspection visit, we received an updated version of the care documentation which evidenced people had been involved with their own reviews.

We found the new 'What matters most' support plan in one service to be outcome centred, easier to read and there were risk assessments in place to support the care plan. We discussed this with the manager who stated plans were in place for all care documentation to be reviewed and follow the same care planning process for all people receiving a service. We saw risk assessments within both supported houses were detailed and covered a range of areas which supported the well-being of each person. We saw daily records commenting on the person's well-being were maintained so that any issues were known to the staff coming on duty. Daily records were logged in the form of personal diary entries in one supported house; these had been decorated to the preferential choice of the person they related to. People are safe and as well as they can be because their needs are anticipated.

People can be assured the care and support they receive focuses on maintaining their health and well-being. People are supported by care staff to access a wide range of activities of their choice, are actively involved in their communities and do things that matter to them. We saw people were

involved in making decisions and care workers asked people how they wished to spend their time. We were told by people they were encouraged to engage in activities both within their own homes and out in the wider community. People are able to access opportunities to learn and are supported by care staff to develop independent living skills. On arriving at one supported house, one person told us they had returned from their work placement and shared their plans on how they were going to spend their evening. We saw individual activity care documentation which highlighted the wide range of activities in which people were involved. These included trampolining, Buzz club (weekly disco for adults with a learning disability), work placements, meeting up with friends and shopping etc. This demonstrates people enjoy themselves and are able to participate in interests of their choice.

Quality Of Staffing

In summary, people are cared for by staff, who are safely recruited, supervised and are adequately trained within their role.

People are supported by staff who feel valued and supported. Staff are provided with the knowledge, skills and understanding to effectively support people. We inspected the recruitment records of three employees; each record confirmed all the checks that were required had taken place. We saw newly recruited care staff had received induction training which also included shadowing sessions of more experienced care staff whilst they were supporting people. Staff told us they had received a good quality induction and completed training in medication administration, adult safeguarding, food hygiene, emergency first aid and fire safety. We saw documentation which evidenced supervision was carried out regularly and staff stated they felt supported within their role. Discussions with the registered manager and care staff identified that the use of agency staff was low and, if needed, the same agency staff were requested so that people experienced consistency of care workers. It was evident when we spoke with care staff that they enjoyed their work. Staff demonstrated a commitment to enabling people to have a good quality of life and to live as independently as possible. Care workers told us they worked well as a team and they felt valued and supported. People benefit from a service where the well-being of staff is a priority and staff are well led and appropriately trained for their role.

People benefit from the support of care staff that understand and work safely with people's personal finances and medication. We saw the agency had a medication policy and 'supporting people with their finances' policy in place. The registered manager told us they checked staff medication competencies on a regular basis; we saw a medication competency checklist was in place to do this. We found medication administration records (MAR) in one of the homes we visited to be accurate with no gaps in signatures and there were no discrepancies in a person's personal finance file. People benefit from the safe administration of medication and safe management of their finances.

Quality Of Leadership and Management

In summary, the leadership and management at Mencap Cymru ensure continuous improvement, there is a strong set of values at the heart of the service.

The manager told us that people receive a Mencap Cymru 'personal support information' welcome pack when they are referred to the service, alongside the statement of purpose and service user guide, we spoke with a person's relative who confirmed they had received this information. The service user guide is written and laid out in an easy read format for the benefit of people who use the service. We saw that the statement of purpose and service user guide did not contain the information required in relation to the 'Active Offer' of the Welsh language; we have issued a recommendation in this regard. The 'Active Offer' is a Welsh Government initiative which promotes people to receive a service in Welsh if they wish, without having to request it. We saw that people received an easy read version of a support agreement which detailed the support they will receive and how much it will cost. Overall, people have information they need to understand what services will be provided to them.

People see management accountability and know that there are people who are overseeing the service. We saw the manager engaging with a person who uses the service in a friendly manner. It was clear the person was comfortable in the manager's company. There is a clear organisational structure in place; people told us they knew who managed their service and said that they liked working with them and the team of care staff who support them. People know and understand the care and support which is available to them.

We were provided with evidence that the service seeks the views of people using the service through using questionnaires designed in a service user friendly format. We saw that this information was collated into a findings report and the service noted plans to address any actions needed as a result of the comments made. Mencap Cymru hold regular management meetings to discuss matters that relate to the service; we viewed records of three monthly meetings which demonstrated a strong commitment to improvement within the service for the benefit of the individuals who receive a service. People receive support from a service that maintains effective quality monitoring and continuous quality improvement.

The service does not currently offer an 'Active Offer' in relation to the Welsh language. We spoke with the manager and were informed that the service did not have the means to provide the 'Active Offer' of services in the Welsh language. On the day of the inspection, we advised the registered manager about the 'more than just words' guidance on delivering the active offer. People cannot receive a service through the medium of the Welsh language without requesting it.

Quality Of The Environment

This theme is not applicable to domiciliary care agencies. However, we found the office to be easily accessible, with parking directly outside the office. Senior staff encouraged an open door policy; during our inspection visit, care staff visited the premises with a person who receives a service from Mencap Cymru. We found people's care documentation and staff files were stored confidentially in lockable cabinets, within a lockable office.

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.