



## Care and Social Services Inspectorate Wales

Care Standards Act 2000

# Inspection Report

**West Wales Adult Placement Scheme  
St David's Park  
Building 8  
Job's Well Road  
Carmarthen  
SA31 3HB**

**Type of inspection – Focused  
Date of inspection – Friday, 13 March 2015  
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## Summary

### About the service

The West Wales Adult Placement Scheme (WWAPS) incorporates Carmarthenshire, Ceredigion and Pembrokeshire County Councils and is a member of Shared Lives Cymru, an umbrella organisation for adult placement schemes in Wales. WWAPS is registered with us, the Care and Social Services Inspectorate Wales (CSSIW) to place vulnerable adults in suitable accommodation within family homes or with individuals who can offer support and care in a homely setting. All families and individuals undertake a rigorous selection and recruitment process prior to any placements.

The main office for the scheme is situated in Carmarthen, and the Responsible Individual is Mark Evans. The Registered Manager is Richard Springett.

### What type of inspection was carried out?

A scheduled, focussed inspection was carried out on this occasion, which looked at the Quality of Life for the people who used the service. The inspection was carried out by:

- A visit to the Carmarthen office and discussions with the Registered Manager by one inspector
- Examination of the records of five people who use the service
- Examination of five records of people who provide care in their homes
- Examination of a range of documentation
- Visit to two people using the service and conversations with them and their carers
- Telephone conversation with one carer

### What does the service do well?

WWAPS provides an ongoing service to both the people who provide their homes and the people placed there. The Scheme has been structured so that safety and welfare of all concerned are constantly monitored.

### What has improved since the last inspection?

We were shown written evidence that the Responsible Individual had undertaken a visit in accordance with Regulation 23 (3) in October, 2014. The next visit is imminently due and may be a focus for the next inspection.

We were shown an updated document entitled 'Management of Service Users' Money and Financial Affairs'. This document had been updated in November, 2014.

We were also shown an updated medicine chart which now included a key to use in the event of a medicine not being given or taken. This encompassed such situations as pills being dropped, or medicines refused.

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

We did not issue any non-compliance notices on this occasion. However, we notified the Registered Manager that the Medicines Policy, which was in the process of being updated, should be forwarded to CSSIW on completion.

## Quality Of Life

People can be confident that they will have choice and their rights upheld when using the service. This is because we visited two people in their placement and we were informed by them that they were happy, fulfilled and comfortable in their surroundings. Both indicated that they felt very much part of the extended family, and enjoyed contact with everyone who visited. It was evident that they felt able to comment or join in conversations, and had a good, easy relationship with the two carers. We noted a level of banter between them all which was warm and indicated that they knew each other well.

People can also be confident that their preferences will be treated with dignity and respect and that they will enjoy freedom of movement. This is because we found that the two people accommodated at the house had been given time to spend with the family prior to moving in, and had been introduced to one another before committing to living there. Their opinions had been taken into account before any permanent arrangement had been made. Family input and contact was encouraged as far as possible. One of the people using the service could smoke at home, go out to meet friends, and was facilitated to visit his girlfriend every week by his care family. During our visit, he left to play pool with friends, in a local public house. The other person, although less able, was treated to outings and attended a local day centre and joined the family on holidays on a regular basis. The house had an exceptionally lovely garden, and a swing was used by one of the service users in more clement weather conditions. It was evident that the garden was enjoyed, with a barbeque area and seating area to accommodate everyone living in the house and any visitors.

We examined randomly chosen records pertaining to five people using the service. They were all in good order, and in line with Schedule 4 of the Adult Placement Schemes (Wales) Regulations 2004.

It was evident that people were stimulated and actively encouraged to take up hobbies and interests. We found that both people using the service were accommodated in clean, well –furnished surroundings which were homely and welcoming by carers who were kind and affectionate towards them. They experienced belonging within the family unit.

## Quality Of Staffing

This was not the focus of our inspection on this occasion. However, we did note from discussions held and documentation inspected at the main office of WWAPS that carers had to undergo a stringent application, recruitment and visiting process, which included criminal record checks, references and home inspection.

People can be assured that the care providers who offer placements in their homes are recruited and vetted thoroughly. This is because we spoke with two carers in their home who indicated that although they had been carers for some considerable time, they recalled the recruitment process and described it as 'really thorough'. They were visited on many occasions prior to being accepted through a panel decision.

Both stated that the support received from the WWAPS was 'tremendous'. They both felt able to approach anyone within the scheme and indicated that there were regular meetings and '... lots of training offered...one is due'.

In addition, we spoke to two other carers by telephone. Both indicated that they enjoyed a high level of support from the Scheme and one stated that the monitoring and support meetings were "...very often, very regular..." and that the WWAPS team were 'always there' if needed. Both confirmed that training was held throughout the year, (one person had recently attended a course on 'Risk Assessment') and that they had a named person to contact if required. Both felt that the monitoring meetings with other people who offered placements were very useful and they looked forward to attending.

We further examined randomly chosen records of five people who offered their homes for placements and found that they were all in good order, and in line with Schedule 3 of the Adult Placement Schemes (Wales) Regulations 2004.

It was evident that people who were recruited to provide adult placements were properly and thoroughly investigated prior to vulnerable adults being introduced to them. They were supported and guided if necessary at frequent intervals and enjoyed a high level of training which was ongoing.

## Quality Of Leadership And Management

This was not the focus of our inspection on this occasion.

However, people could be assured that the organisational structure ensured that safety and wellbeing of both the people using the service, and their carers, was kept under a close monitoring and mentoring system. There were frequent and regular meetings held, and good training on a rolling programme. The Scheme was well managed and people centred.

We examined a range of documentation and noted that the policy on the management of finances had been reviewed and updated and that the medication policy and chart were in the process of being completed. We discussed this with the Registered Manager who indicated that he would forward a copy of the medication policy to CSSIW on completion.

We further noted that the Responsible Individual had completed a statutory visit under Regulation 23 (3) of the Adult Placement Schemes (Wales) Regulations 2004 and we viewed the written report following. We were informed by the Registered Manager that the next visit is due imminently and will have a similar format.

## Quality Of The Environment

This was not the focus of our inspection on this occasion.

However, we noted that all records were safely and securely stored in locked cabinets in locked offices. There were no names or addresses evident on white boards or on documents pinned to wall boards.

We further noted that staff observed confidentiality, and were respectful and considerate when discussing people using the service and their carers.

## 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.

- **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. Focussed 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.