



Inspection Report on

Bevris Support Ltd

**Prospect House
Factory Road
Deeside
CH5 2QJ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

14/02/2024

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About Bebris Support Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Bebris Support Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	19 October 2020
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People receive quality support to help them meet their desired outcomes. They have full choice and control of their care, including the staff who support them, and they play a part in training staff to understand their lived experience. Through staff support, people enjoy socialising with each other, their friends and family and doing things that make them happy. Care plans are person centred and focus on achievable outcomes. They are comprehensive, fully considering people's needs, their strengths and how to develop these. Staff are well trained in all areas to carry out their roles and responsibilities effectively. Bebris has its own trained trainer and seeks out specialist training from health professionals to be certain staff are fully equipped with the knowledge they need. The service invests in its staff, fully recognising the value of an experienced, knowledgeable, and happy work force. People using the service benefit from good continuity of staff; they have built familiar, trusting relationships with them. The provider of the service has multiple quality assurance measures in place to check a quality service is provided that is compliant with the regulations. They are fully aware of what is working well and actively seek to improve.

Well-being

People have full choice and control about things that matter to them. Personal plans are always co-produced with people at the centre of their support provision. They are involved in designing the care plan, they participate in the selection and recruitment of the staff who will support them and the training of these staff to ensure they have a good understanding of their experience. The service goes to great lengths to ensure people fully understand what care, support and opportunities are available and can use these to achieve their outcomes.

People are healthy and active and receive effective support to achieve, maintain and develop their wellbeing outcomes. They carry out activities they enjoy and make decisions about new things to do. People's physical and mental wellbeing is an essential part of the care plan, and support staff know exactly how they must support people to stay well and happy. Regular reviews ensure plans are dynamic and reflect the person's current preferences and wishes.

People are successfully supported to maintain and make full use of their links with the local community, visiting amenities and community health care provisions, using leisure and sports facilities, and attending day centres and workshops. People and their family are at the centre of the person's care plan; the desired outcomes of both parties are considered and their views about the service always listened to. The service is very experienced in working with families of people with specific needs and recognises the importance of protecting and promoting relationships with family and friends. The service arranges wellbeing events for people using the service, their families and support staff.

Care plans fully consider people's social life and how and where they like to engage with others. People are supported to do things their peers enjoy in the community such as lunching at cafes, doing some voluntary work, going to the cinema, and watching a show. If developing independence is an outcome, people are supported to learn daily living skills such as budgeting, shopping, and domestic tasks. People overcome social fears and anxieties with gentle and consistent support.

People are safe and protected from abuse as all support staff receive training in safeguarding and have access to related policies and written procedures. They or their family and advocates know they can also contact someone in the management team whenever they wish at any time of day.

Care and Support

There are excellent systems in place to gain a full range of views and information about a person before the service confirms they can support them to achieve their outcomes. A screening tool used for the initial referrals designed to show quickly whether a service can be offered, and then a more comprehensive care needs assessment is carried out. This is detailed and includes all relevant information about every outcome to be certain of the resources required, the training for staff, who will be responsible for this and factors to be considered to ensure staff compatibility. The provider is very confident the service can provide exactly what is required when it is agreed.

The care plan is very detailed, person centred and focuses on people's strengths as well as their needs. People are very much at the heart of the care they receive designing their own care plans that consider their personality, attributes, desires and outcomes and their current situation. The three-monthly reviews are also very comprehensive and focus on what is working well, where changes might be needed and any new outcomes. Monthly summaries and positive impact forms acknowledge and celebrate achievements and outcomes. The service's specialist support manager facilitates a bigger review of staff team input, with workshops to look at what has changed and consider any areas for staff development. All documents associated with the care are reviewed to ensure continued accuracy.

People are provided with highly effective support that helps them achieve their outcomes and develop new ones. We spoke with relatives who describe the care as '*excellent*' and '*a life saver, second to none*'. People are extremely happy and shared examples of where progress exceeded expectations and where positive impacts are made for the whole family. Staff provide support at the person's pace, for example, taking them to meet and watch the hairdresser to then gain confidence to make an appointment. One parent described the '*in depth groundwork*' that took place in preparing the service for the person; the service developed effective and safe procedures for delivering the care, they put together a team of compatible and experienced staff to provide the support, and then gave specialist training to all the staff. People are very confident in the support and trust the service; they believe the agency's philosophy is to do their very best.

Mental health and emotional wellbeing are an important feature of care plans and we saw wellbeing events are arranged by the service inviting people, their family and staff. The service's news bulletin provides health advice for all. Records show people are supported to attend appointments and access health guidance to improve their outcomes. Clear risk management plans enable people to live life how they want safely.

Leadership and Management

The service provider has highly effective governance arrangements that ensure a quality service is provided that is fully compliant with regulations. There are several layers of quality checks carried out by different people, to ensure accuracy and drive quality. Spot checks take place in people's homes to see that staff are following correct procedures and meeting the company's expectations. The RI (responsible individual) is regularly in attendance at the office so people know who he is. The RI sits on an advisory board at a local education facility; they discuss challenges and opportunities, share common issues and ideas. Minutes of a meeting show the RI raised the importance of care workers understanding the experience of people they support. Bebris uses virtual reality technology to show staff how people with autism experience the world. They also encourage people they support to be part of staff training to share their lived experience.

Providers have excellent oversight of the service through ongoing quality assurance processes and regular meetings with people using the service. People told us managers visit them and get in touch by phone and email to check they are happy with the service. Questionnaires seeking views are distributed to people using the service, their family and staff. Quality of care review reports completed by the RI show they know what is working well and are looking for ways to further improve.

People and staff praise Bebris' philosophy of always doing the best for everyone. Everyone, feels valued, respected and appreciated. The service operates an open-door policy and staff come into the office to chat about personal and work issues any time they want. Staff feel they are supported by a management team that genuinely cares. They receive a token of thanks on the anniversary of the date they commenced work at the service. Bebris nominated one staff for an award at the national 'support worker of the year' ceremony and they came second. The service also holds its own award ceremony to recognise staff achievements and hard work.

All staff are employed following robust recruitment procedures, a thorough induction and extensive training. Training covers a wide range of areas pertinent to peoples care and support needs. A subsequent reflective session looks for ways of improving training. The service has a trained trainer in positive behaviour support who is dedicated to looking at ways of developing their own knowledge and the teams. Staff told us there is no expense spared with training and career progression. They are encouraged to suggest areas for further training. They get constructive feedback in supervision and their accomplishments are appreciated.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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