



Inspection Report on

Towy Valley Care Limited

**Llangadog Community Centre
Llangadog
SA19 9BR**

Date Inspection Completed

19/02/2024

Welsh Government © Crown copyright 2024.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

About Towy Valley Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Towy Valley Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	12 December 2022
Does this service promote Welsh language and culture?	This service does not provide an Active Offer of the Welsh language. There are no people currently receiving support whose preferred language is Welsh and there are no care workers who are currently able to communicate bilingually.

Summary

The small staff team at Towy Valley Care Limited support people to develop their independence at their own pace. People are happy about the support they receive and say care workers assist them as they wish. Each person is active and interested in being part of their local community: they take part in a range of leisure pursuits and volunteering.

Care workers are enthusiastic and want to make a positive difference to people's lives. Care workers focus on each person's needs to maintain their well-being at all times. They feel well supported by the manager and the Responsible Individual (RI). Good communication channels are evident throughout the service and there are robust systems in place to monitor the quality of care provided.

Well-being

Each person is very happy with the service they receive from Towy Valley Care Limited. Care records reflect their support needs in detail. Care workers are aware of the importance of each person's well-being: they support people as they wish. One care worker told us, *"It's all about what the person wants. We know everyone well too."* People told us care workers are always kind and caring, respectful and professional, and confirmed the staff team always invite them to be involved in the decisions taken about their support arrangements. Regular meetings are arranged for people to air their views around the support they receive and their tenancy agreements. In addition, people are invited to be part of any new employee's interview process, and during the inspection, we saw two people happily offering advice to the maintenance person installing a new kitchen.

People feel safe with the care workers who support them as they are familiar to them. This gives each person reassurance that their needs and personal preferences are really understood. People know how to make a complaint and are confident senior staff members would listen to them if they did. One person said, *"If there was ever a need, I'd talk to anyone"* and another person said, *"Oh yeah, no problem."* Each person is also aware of how to get an independent advocate if they need assistance with anything and peoples' privacy and personal information is always kept secure.

The service does not currently offer the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. This is because there are no people living at the home whose preferred language is Welsh and there are no care workers who are able to communicate bilingually.

Care and Support

The provider considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining information from social workers, together with all assessments relating to the person. From this, the staff team develop support plans that describe people's support arrangements in great detail. People are encouraged to manage their own medication where they wish, with various levels of support put in place depending on the person's wishes and skills. To remain current, care records are regularly reviewed, more frequently wherever support needs changed.

People are as active as they wish to be. Some people volunteer in charity shops or dog-walking centres. Others go to the gym, play rugby, attend catering courses and plan holidays. People say they like being part of their community and look forward to going out each day. Apart from commitments to volunteering, there are few set routines - unless the person wants one. Instead, people make up their own minds about how to fill their day, and the staff team help them as required. And with a flexible staff team, each person can occupy themselves as they wish.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

The service is committed to developing a culture which ensures the best possible outcomes are achieved for people. There are straightforward checking systems in place, designed to monitor each person's well-being and the quality of support they receive every day. The RI and manager oversee all aspects of the service, including regular meetings to ask for feedback and to measure the support provided to them. The RI issues surveys for people to feedback their opinions: we saw positive responses from the last time they were issued. The RI also identifies any actions needed to improve people's well-being in six-monthly quality of care reports.

All conversations we had with people were extremely complimentary about the staff team who support them. One person said, "*Yes, they're all very good, very nice.*" Another person said, "*I will be moving on at some point but it's fine here until then.*"

Monthly staff team meetings are held to give all employees the opportunity to discuss their work and to keep up to date with all new developments. Three-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded. Care workers say they are very happy with the support they receive.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before any new employees start work – these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the All Wales Induction Framework for Health and Social Care. Training records show all employees are up to date with their essential training.

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
------------	---------	--------

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

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 06/03/2024