



Inspection Report on

Let Me Be Me Ltd.

**Ty Cyntaf
5 Caradog Court
Ferryside
SA17 5RR**

Date Inspection Completed

24/10/2022

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About Let Me Be Me Ltd.

Type of care provided	Domiciliary Support Service
Registered Provider	Let Me Be Me Ltd.
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Let Me Be Me offers specialised Care and support to people with severe and complex needs to enable them to remain as independent as possible in their own homes. People are valued as individuals and have choice and control over their day to day lives.

The service has a small well established team of experienced, competent and dedicated staff. Staff feel supported by the manager and Responsible Individual (RI) and pride themselves in delivering person centred care. The RI and manager are approachable and available and staff feel valued and appreciated. Open discussions are encouraged through supervision and team meetings where ideas and suggestions are welcomed.

The RI has good oversight of the service and strives to improve outcomes for people. Policies are up to date and reviewed regularly and there is clear monitoring in place of the quality of care people receive.

Well-being

People are cared for by skilled and experienced staff who are dedicated to providing care and support through a person centred approach. People are respected as individuals and supported and encouraged to spend their day as they choose. People benefit from flexibility of Care workers who are able to adjust daily plans to suit the needs of the people they support to achieve best possible outcomes.

People have control over their lives and a range of communication methods is used to enable people, who are unable to communicate verbally, have their voice heard. Pictorial aids are used, as well as care workers reading body language cues and facial gestures. The small dedicated team know people well and are able to recognise when to encourage people to reach their goals and when to step back with a more relaxed pace. A care worker told us; *"Sometimes it's just a gut feeling"*. People therefore work towards goals at their own pace in a relaxed environment.

Detailed, up to date risk assessments enable people to be as independent as they are able and they are facilitated to do what they can for themselves. Their independence is promoted.

Provisions are made for people who are unable to leave their home to attend health appointments to ensure their overall physical and mental health and wellbeing is optimised. One person using the service has had a GP visit at home to undertake an Annual Health Check and also a home visit from a Dentist. Other health care appointments and reviews have been maintained virtually.

People are protected from harm and abuse. Care workers are aware of their responsibilities in keeping people safe from abuse and know the Safeguarding and Whistleblowing procedures. They would be confident to approach the manager or Responsible Individual (RI) first but would also contact outside agencies such as Safeguarding if they needed to.

Care and Support

People and their representatives value the person centred care that is delivered by care workers who know and understand the needs of people they support. Due to the team being well established with the same care staff for several years people receive consistent care and support from a dedicated small team. Care workers are experienced and have the relevant qualifications and training. In addition to undertaking all mandatory training they are motivated and supported to undertake additional training according to the needs of those they provide care and support to. Care workers have undertaken specialised training such as, Autism and Epilepsy. One staff member told us; *“It’s refreshing to work for a company that not only does mandatory training..... I have recently done an in-depth Autism course and Anxiety training to improve outcomes for ‘x’.”*

Detailed Care and Support plans are reviewed regularly with the Multi Disciplinary Team and inform care workers on the level of care and support that is required and how it is to be delivered. Care workers also receive a hand over from the previous member of staff to ensure they are kept updated of any changes to care and support needs. Care workers are guided by the people they care for and may adapt daily plans according to how the person is feeling at the time. One staff member told us; *“We take cues from ... body language”*. As there is staff consistency they know the people they care for well. Another staff member told us, *“It’s very person centred, we are mindful of what the triggers are....”* Activities offered are therefore flexible to the needs of the person being supported.

There is an emphasis on recording, reviewing and analysing people’s behaviour. This enables patterns of behaviour to be identified and help care staff to predict and plan for all situations and aspects of care and support.

The provider works closely with Health care professionals who provide regular reviews of care and support needs and are contacted as and when required. The provider has detailed policies and procedures in place to manage the risk of infection with additional measures in place since the start of the pandemic.

Leadership and Management

Staff are complementary of management and describe the manager and RI as approachable and accessible. Staff told us they feel supported and valued and one care staff told us *“It is a lovely company to work for, I am thanked every day and your opinions matter”*.

Staff receive regular one to one supervision sessions and tell us this is meaningful with open two way discussions. Staff also told us they value the quality time set aside for these discussions. Informal discussions also take place and staff told us they are able to approach the manager and RI with any issues or new ideas they would like to try and *“Things get sorted along the way”*. Staff also told us they are encouraged to voice ideas and

suggestions that may improve outcomes for people. This is evidenced in the Team meeting minutes and the Quality Assurance Review report that we saw. It is also evident from the Quality Assurance Report that the RI has good oversight of the service and continually strives to improve outcomes for people using the service. The Responsible Individual's (RI) statutory quarterly visits are comprehensive and involve people and/or their representatives and staff. Information from internal quality assurance systems informs the action plan that focuses on improving the service.

Staff training is up to date, both mandatory and additional specialised training such as Autism, Epilepsy and Positive Behaviour management. Staff Disclosure and Barring Service (DBS) certificates are also up to date and most of the staff have now enrolled on the automatic update service to ensure they do not lapse.

People are protected from harm and kept as safe as possible. Risk assessments are up to date and the safeguarding policy and procedure has been updated in line with current legislation and local safeguarding procedures. Staff receive support, guidance, and training and are able to access policies and procedures to understand their responsibility to protect vulnerable people.

The staff team is established and dedicated and has had no changes to staffing for several years. People and their representatives benefit from the consistent care and support that is provided.

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
36	Individual supervision is not provided quarterly.	Achieved
19(2)(b)	The service user guide is not in an appropriate language, style or format appropriate to people accessing the service.	Achieved

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