



Inspection Report on

Focus Care Wales Ltd

**Unit 99 Building 6
Bowen Court St. Asaph Business Park
St. Asaph
LL17 0JE**

Date Inspection Completed

21 July 2023

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About Focus Care Wales Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Focus Care Wales Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive effective support to help them achieve their outcomes; support plans are comprehensive, and staff are fully vetted and suitably trained.

People are supported to live fulfilling lives, following activities and interests they enjoy. They are supported to learn new skills; enhancing independence is a key feature of their support. People feel part of their community as they take advantage of local services and facilities such as horse-riding, discos, local cafes, shops and college. They are supported to live well in their own homes as staff ensure they are safe and happy. All activities are risk assessed to ensure safety while allowing maximum independence.

The management team are visible, always available to chat with people about their support and their lives in general. They meet with people, telephone them, and send out surveys to check everyone is happy with their care. The Responsible Individual (RI) charged with overseeing the service is also the manager and ever-present in the office. They have good oversight of the service and know what is working well and what needs to be improved.

Well-being

People have control over their day-to-day life, their rights and entitlements are protected. They are supported to access health services and to exercise their rights as members of the public. People are fully involved in designing their plan of support; records detail precisely how they prefer to be supported, what is important to them, what makes them happy, and what they do not like. People have a say about who lives with them, and great effort is made to integrate people at their pace. There are meetings arranged with other members of the household before decisions are made. Audits and other checks help ensure the environment is safe for everyone who lives and works there.

People are healthy and active and do things that make them happy. They choose activities and hobbies such as to go for walks, swimming, horse riding and are supported to attend therapeutic services and health appointments. People have support to choose holidays, book music concerts and other events. They go out to eat and socialise with friends, dancing and enjoying music.

People are safe and protected from abuse and neglect. All support staff are trained in safeguarding and are guided by the providers policies and procedures. Support staff meet with their manager frequently so they may raise concerns about practice if they have any. People's views about the support they receive are sought frequently so any issues can be identified and resolved quickly. The management team carry out unannounced visits to houses where people receive a service to check staff are adhering to policies and procedures.

People are supported to learn and develop to their full potential. They do the things they enjoy and that matter to them. Some people attend college, they learn to cook and bake at home and manage their own finances; it is clear developing independence skills is an important part of their care and support.

Care and Support

The provider considers a wide range of views and information to ensure the service can meet needs. Records show professionals, family and the person themselves are involved in putting together a plan of how the service is to be provided. Care plans are comprehensive covering every aspect of a person's needs. We saw detailed information outlining people's expressed preferences and desired outcomes.

Care plans are accurate as they are developed with people receiving support. They identify what matters most to people, how and when they want to be supported, what they like and don't like. Outcomes are clearly defined so staff know what people are trying to achieve and how to support them to do this. These plans are reviewed every three months to keep them current and the manager is looking at ways to further improve reviews, so they are all encompassing. Keeping plans accurate is important to the service.

The service considers and caters for people's personal wishes and aspirations. Staff help people achieve their outcomes safely. We saw risk assessments detailing ways of minimising risks completed for all aspects of care where extra is needed to maintain a person's wellbeing. Peoples' specific interests and hobbies are built into their daily care and support, such as socialising with friends, attending sporting events and music concerts. We observed staff seeking a person's choices on various things such as what they wanted to eat, and what they were doing in the afternoon. Staff arrange opportunities for people to meet each other before they agree to share a home. One person told us how they had visited on more than one occasion to have tea with the person who was already living in the house. Compatibility with other people and with the staff who support them is a key consideration.

People and families told us how happy they are with the care and support they receive. One person told us their relative has *"flourished and become much more confident and able to socialise"*. Another said; *"staff have been brilliant"*. We spoke with people who have achieved much greater levels of independence since receiving support from Focus Care. They now manage their own finances and they are saving for a car; one person now does more of their own house keeping tasks and shopping. Professionals are very happy with the care provided commenting on how any identified issues are resolved swiftly. Another professional said the management, *"go above and beyond, taking calls out of hours when needed."*

People are supported to access health care and other facilities important to them. We saw evidence dental appointments had been made; staff pick up prescriptions for people, they arrange occupational therapy and refer to specialist health teams when needed.

Leadership and Management

The service provider has various governance arrangements in place to ensure the smooth operation of the service and that it provides a good service. Records show a member of the management team will visit or call people to check they are happy with the care; they send surveys and attend statutory reviews with the commissioners of the service. The effectiveness of the service is important to the RI.

The RI has arrangements in place to ensure good oversight of the service. They are in the office daily and sometimes provide support to people if staff are absent. They have first hand knowledge of how some people want their care to be delivered and of the challenges staff may face. There are ongoing quality assurance processes through surveys, face to face meetings and calls. We saw regular unannounced checks on staff are carried out by the management team, to help ensure staff compliance with policies and procedure. The RI produces a 'quality of care' report that identifies what the service is doing well, and what needs to improve.

People have information in their homes about the care and support staff must provide, the names of staff providing the support and when it will happen. Information can be provided in Welsh if that is a person's first language; staff have previously been invited to take Welsh language lessons. The provision of Welsh speaking staff cannot be guaranteed.

People are supported by a service that employs suitable and competent support staff to provide the levels of care and support required. Records evidence staff are properly vetted; support staff are knowledgeable and competent to carry out their role. Training is mandatory and ensures staff can meet specific individual needs. Staff confirm they receive frequent supervision on a one-to-one basis, affording them regular opportunities to discuss practice issues and their own wellbeing. Records confirm this; we found supervision encourages reflection, tests staff knowledge of important care related subjects and allows opportunity to raise any issue. Communication was an area staff suggested needed improving and meeting minutes indicate related discussion in team meetings. Staff told us they are happy and proud to say they work for the agency. They feel the management team really care about people they provide a service to. Some staff have worked for the agency for many years.

People receiving care and staff themselves confirm they arrive at people's home on time and always stay for the duration of the call. They are not rushed and are flexible in care delivery, taking care to support people in their chosen way on any given day and changes are accommodated.

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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