



Inspection Report on

Highbury Support Services LTD

**Highbury Support Services Ltd
212 High Street
Prestatyn
LL19 9BP**

Date Inspection Completed

16 December 2021

Welsh Government © Crown copyright 2021.

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 Highbury Support Services LTD

Type of care provided	Domiciliary Support Service
Registered Provider	Highbury Support Services LTD
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	4 February 2019
Does this service provide the Welsh Language active offer?	Yes. 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 good support from a caring and motivated staff group. They receive support and advice to help them be as healthy and safe as possible. Individuals can develop and maintain relationships with the people they choose, who are important to them. People are able to make choices about their own home and about being part of their local community, through work, education and leisure opportunities.

People are supported to maintain their homes, make them homely and make sure they are as safe as possible.

There is excellent oversight of how the service operates. A robust management structure, with good communication, ensures the smooth operation of the service. Staff receive training in a wide range of topics in a timely manner and regular supervision to ensure they are competent and skilled for their roles.

Well-being

People can speak for themselves and contribute to the decisions that affect their lives. Personal support plans detail their individual needs and preferences. They follow their own routines and choose how they spend their time. People are supported to have access to independent advocates. The manager and Responsible Individual (RI) are available to people if they have any issues they want to discuss with them.

People's physical and mental health are promoted. People choose how to stay safe and healthy and get friendly advice about their health. People's risk of harm or abuse is well managed. People have a say in what is safe for them and are helped to take risks sensibly. All staff receive regular training on safeguarding, and there is an up to date policy that is easy to read. Staff understand their responsibilities to report any concerns. There are excellent systems in place to manage infection control to help keep people and staff safe. People are supported to have their personal space as they would like it.

People have, and are supported to maintain, good relationships with others. They receive support to help them spend time with those who are important to them. They can explore their local community as independently as possible, and get involved. Individuals are offered support to get a job, work experience or a volunteer role and their choices are respected.

People live in their own home that supports them to achieve their wellbeing. Their individual needs and preferences are considered and they are involved in how their home looks and is maintained.

Care and Development

People receive support that meets their individual needs. Initial assessments are detailed and involve the individual. The service supports people to choose where they live by arranging visits to suitable accommodation. Personal care plans are generally thorough and demonstrate people's individual preferences are known and understood by staff. Reviews with individuals are carried out to ensure plans are up to date and reflect what people want to do. People told us they were able to speak to support staff and managers to say how they feel and to check things out.

People receive individualised support from friendly, respectful and motivated staff. Records show that people receive support as described in their care plans. People told us they follow their own routines, are happy with their support and that support staff are good and respectful towards them. People told us they are supported by staff to decorate their own rooms, the way they want to and have chosen accessories to match. One person told us they have been able to say they would like to move, and the service is supporting them with this, including having help from an independent advocate.

People are supported to access a range of healthcare support. Records show that people are encouraged to make their own health appointments and attend these. People are given advice about their health and they make choices whether to follow this advice. Support for medication is given, and independence is encouraged. This is monitored to ensure individuals are taking medication as prescribed, so extra support can be given if required. Audits of medication procedures are carried out on a regular basis but it is not clear how in depth this is. The RI said they would look at how to improve this.

People's safety is well maintained. The service has good systems in place to help ensure people are safeguarded from abuse, through regular training and easily accessible policies. Staff told us they feel confident in their knowledge and would report any concerns. Infection control systems are good, and there is a wide range of measures in use to help people stay safe from Covid 19. This includes good measures in the office and spot checks in people's homes to ensure staff are following the correct procedures.

Leadership and Management

The service has excellent systems in place to monitor the smooth operation of the service. The Statement of Purpose is regularly reviewed and accurately describes the way the service is delivered. The RI carries out visits as required, and it is clear they are actively involved in driving improvements in the service. Property audits to check peoples homes are safe and well looked after are completed by project leader's and the RI checks actions have been taken as required. A wide range of audits are carried out to ensure all aspects of the service are monitored and reviewed. Quality of care reports are completed as required, and provide good evidence of how the service is performing and plans to improve the service.

People are supported by caring, motivated, knowledgeable and skilled staff. Safe recruitment practices are followed when new staff are employed. Difficulties in recruitment in the care sector are recognised and the organisation are taking positive steps to address it. Currently people are not involved in recruiting staff who support them; the service have identified this as an area for improvement. However, people are asked about staff supporting them and if it is going well. One person was able to specify the gender of person they preferred to do certain activities with and this is respected. The service ensures training is up to date, and staff feel they have good training for their roles. Staff receive regular supervision to enable development of their skills and practice. Policies are regularly reviewed and give concise, clear guidance for staff to follow. They told us they feel well supported and are valued by the organisation.



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	N/A

	inspection	
--	------------	--

Date Published 21/01/2022