



Inspection Report on

Home Assistance Reablement Team and Supported Living

**Caerphilly County Borough Council
Penallta House
Tredomen Park
Hengoed
CF82 7PG**

Date Inspection Completed

14/03/2023

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About Home Assistance Reablement Team and Supported Living

Type of care provided	Domiciliary Support Service
Registered Provider	Caerphilly County Borough Council
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service was registered under The Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	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

This is a large local authority service, which covers supported living schemes, along with the Home Assistance & Reablement Team (HART) which provides domiciliary support services, including assessment, reablement and emergency support services to people in their own homes in the Caerphilly County Borough Council area.

The service benefits from a robust and effective management structure, the Responsible Individual (RI) has a good oversight of the running of all elements of the service. Care staff are happy in their jobs, they feel confident and well supported. Improvements are required with care staff supervisions and the frequency of training course refreshers. People are supported by established and familiar care staff; retention rates are very good compared to the wider care sector. Support calls are mainly made at the planned times and people are usually informed if their care workers are running late.

People are happy with the support they receive and told us communication with the service is good. The service works closely with health and social care professionals, including therapists to identify people's needs and plan to support them accordingly. Personal plans are in place for all people being supported, however some plans do not focus on the persons desired outcomes. People have been supported to achieve positive outcomes.

The main body of this report will break down each theme into 'Supported Living' and 'HART' for accuracy of our findings.

Well-being

The service helps to protect people from abuse and neglect. Care staff complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the Wales Safeguarding Procedures and is kept under regular review.

Supported living.

The service promotes people's rights and encourages them to have choice and control over their everyday lives. People told us they are very happy with the care and support they receive, and staff are always kind to them. People have choice over where they live, who they live with and who supports them.

People have been supported to achieve lifetime goals, such as visiting Disneyland and watching Real Madrid in their own stadium. Others have made good progress with weight loss programmes which staff support and encourage them with. People are supported to engage in a range of activities in their homes and local communities, which are meaningful to them. Some individuals have been supported to find voluntary work in their local communities.

People receive the support they need to maintain their health and wellbeing. The service assesses people's care and support needs and any associated risks. These are documented in personal plans, which are regularly reviewed. Individuals are supported to access medical and specialist services as required. Care workers recognise when people need emotional support and provide this with kindness, dignity and compassion.

People are encouraged and supported to maintain meaningful relationships with those closest to them. Individuals all have tenancy agreements in place, which they are supported to maintain and abide by the conditions agreed.

HART

People receive support in their own homes, which ranges from emergency packages of care, assessment packages, reablement from hospital discharges, and ongoing domiciliary support. The service is flexible and responsive to people's wide range of needs. Calls are well planned and allow care staff sufficient travel time in between to ensure care provision is provided for the planned time, which supports people to achieve their personal outcomes.

Care and Support

Supported living.

People receive the support they require, as and when they need it. Individual's files contain all the required information including risk assessments and personal plans of care. Plans are clearly written and inform care staff how best to support people in each relevant area. Not all guidance documents are referred to in the personal plans and peoples desired outcomes are not always clearly evidenced. People's social histories are summarised to allow care staff to understand each person's background and what is important to them.

Care notes are detailed, and evidence people are supported as planned. Care staff interact well with people which evidences positive relationships. Care workers are patient, respectful and encouraging when supporting people. Referrals are made to external health and social professionals as and when required. People are registered with a local general practitioner (GP). Records are kept of previous appointments with health and social care professionals for reference as required.

Systems are in place for the safe management of medication within each service. People have their ability to manage their own medication assessed and receive appropriate support as required, which helps to maintain their health. Medication records are completed accurately.

The home we visited was clean and Infection prevention and control procedures are good. Care staff wear appropriate personal protective equipment (PPE) and wash their hands regularly.

HART

Most people benefit from being supported by familiar care staff, usually at the times planned. One person told us "*It is a very good service, we don't have any problems*", another person said, "*the staff are lovely, very chatty and obliging, it's the little things that matter*". People told us if care staff are running late, they are usually informed of this. Personal plans inform care staff how best to support people. However, these plans do not clearly identify the outcomes people want to achieve or how they are progressing towards these outcomes. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The provider has systems in place for the safe management of medication. However, we found some unexplained gaps in some people's medication charts, and some did not clearly identify the dates people were supported with their medication. The manager assured us this would be addressed. The service works closely with health and social care

professionals to identify the best support for each individual person, assessments are arranged promptly to inform this process as required. The service accommodates for peoples changing needs, as they can be supported through the different stages of the service. People are provided with a guide which accurately describes how they will be supported, what to expect and how to make a complaint if they need to.

Leadership and Management

People benefit from a very high standard of leadership and management. The statement of purpose tells people clearly how the service will be delivered. The RI and their management team work closely together to effectively manage this large service. The RI undertakes regular quality assurance checks by visiting services to talk to people who are supported and care staff on duty as well as reviewing documentation. The RI completes detailed and thorough audits of the quality of the support provided as well as the wider running of the service. The reports highlight where each service is performing well and areas for improvement. The provider has relevant policies in place, which are kept under review.

Care staff feel valued and well supported across the services. However, not all staff receive regular one to one supervision with their line manager. These are important opportunities for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. Care staff receive training in a wide range of areas, but these are not always refreshed regularly to ensure their skills and knowledge are current. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Care staff are safely recruited, their personnel records are well organised and mainly contain all of the required information. We found some gaps in people's employment histories, which the manager assured us they would address. Staff retention rates are good across the services which allows for people to be supported by care staff who are familiar to them.

Supported living.

Sufficient numbers of care staff are deployed to support people. The manager told us they are increasing staff numbers in some services to increase the activities people are supported with in the community after some day centres people attended have not re opened since closing during the pandemic. Care staff feel happy, valued and well supported in their roles. We were told teamwork is excellent and the manager is very approachable.

HART

Robust and effective systems are in place for planning support calls across the various services. Most care staff told us their days are well planned and they are given sufficient time to travel between calls, although some said they were rushed occasionally between calls.

Care staff told us they feel valued, well supported and are encouraged to develop their skills and progress in their careers.

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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36	Not all care staff receive regular one to one supervision with their line manager. Training course refreshers have not been updated in many years in some cases	New
15	Personal plans are not outcome focussed	New

Date Published 24/04/2023