



Inspection Report on

Carmarthenshire

**Mencap Cymru
Ty Pennant
Mill Street
Pontypridd
CF37 2SW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

14/11/2022

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About Carmarthenshire

Type of care provided	Domiciliary Support Service
Registered Provider	Royal Mencap Society
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	20 th October 2020
Does this service provide the Welsh Language active offer?	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

The service provides support to people living in their own homes, in shared or supported living schemes and residential homes in Carmarthenshire.

People and their representatives are happy with the care and support they receive from experienced and dedicated staff. One representative told us, "*The carers are extremely efficient, they go over and above*".

Care staff are experienced and knowledgeable and are respectful and caring in their approach. The service is currently recruiting additional staff as it is not always possible for people to have the appropriate support to undertake the activities they would like with the current staffing levels in some areas. Recruiting care staff is an issue nationwide however the provider has seen an improvement recently and the situation is therefore being resolved.

The Responsible Individual (RI) has a good oversight of the service and there are governance arrangements in place to monitor the quality of care and support people receive. Policies and procedures are up to date. The Safeguarding policy has been updated to include the Wales Safeguarding Procedures as advised during the previous inspection.

Well-being

People have control over their lives and they are consulted on decisions regarding the service and the support they receive. People are involved in the recruitment process for new members of care staff which makes them feel valued and respected. The RI will also speak with people using the service regularly to gain their views and wishes.

Detailed individual care plans include information from health professionals to ensure people receive the care and support they require to remain as healthy as possible. People are encouraged to do things for themselves and to live as independently as they are able and are empowered to achieve their outcomes. These outcomes are reviewed regularly to ensure the correct support is being provided, enabling people to do what matters to them, such as arranging to go on holiday or go to concerts. People have a voice and are listened to.

Risk assessments ensure that people do what matters to them and are encouraged to be part of their community whilst also keeping them as safe as possible and protecting them from harm.

People are respected and their uniqueness is acknowledged. Care staff support people in a dignified manner if they are distressed and are sensitive to their needs. One family member told us, *“She can’t communicate very well, won’t say if something is wrong, if she’s in pain but they will notice. I’m so fortunate having them to care for her.”*

People are supported to maintain relationships with their families and friends, a representative we spoke with told us they are kept up to date with any changes to the person’s care and support needs. Senior staff are available to people if they have concerns. One family member told us *“The manager is very open, will listen and has always got answers, will follow up things. The staff are like extended family”*.

Care and Support

People receive person centred care from a team of knowledgeable and experienced staff. Representatives we spoke with told us, “*Their understanding of her is extraordinary, it’s better than mine*”.

There is a strong team of care workers who are happy to support each other to manage staff sickness and holidays. One care staff member told us, “*Staff will support each other, I was welcomed as soon as I started*”.

Personal care and support plans are detailed and cover a range of support needs and how the individual wishes to have those needs met. An ‘About me plan’ provides personal details, their likes and dislikes and what is important to them. People are encouraged to do what matters to them. People set and review their own goals and are supported to achieve outcomes. A plan we looked at recorded an individual being supported to purchase clothes of their choice, planning to go to a show, maintaining a regular weight and visiting a reflexologist.

Risk assessments provide an overview of approaches that can be employed to protect people from harm and there is a robust system in place to ensure risk assessments are reviewed regularly. A ‘What matters most’ tool is used by staff to review and develop plans with people. Although it is evident through speaking to staff and viewing the paperwork, that individual care and support plan reviews are taking place, some family members told us they are not invited to be part of the required three monthly reviews. They are however informed by telephone or email if there are any changes to the care and support needs of their relative. This has been raised with the manager who will ensure representatives are contacted on a regular basis to be part of the review process.

We saw evidence of multi agency involvement and people attending medical appointments, all interventions are recorded.

Medication is stored safely and people are supported to take them as prescribed. People have medication risk assessments and management plans, and regular audits are conducted to identify any discrepancies. We did however find a signature missing on one file. The manager advised that there is a new system and the documentation will be computerised in line with the other records. This will alert managers if there have been any medication errors and is a very robust system.

Care workers we spoke to are clear of their responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They are confident to go to their managers initially but would approach external agencies such as the local safeguarding office if they thought they needed to.

Environment

The Quality of Environment is not a theme we explore in any detail for domiciliary support services. However, people using the service and all employees can have confidence their personal information is stored securely.

Leadership and Management

The RI and Area manager have good oversight of the service and work closely with the service managers. They are described by senior staff as supportive and approachable. Care staff describe managers as encouraging and available. One staff member said *“I can’t see myself ever leaving, I love it here”*. The Statement of Purpose is up to date and reflects the services and support provided.

There are good governance and quality assurance measures in place. Policies and procedures promote safe practice. They are reviewed regularly and aligned with national legislation and best practice guidance. The RI completes checks to help ensure the service is meeting its objectives and people are happy with the standard of care and support they receive. The service completes regular quality of care reviews to ensure services provided are of a good quality and safe. Also considered in the quality-of-care review are the services strengths and any areas that can be developed.

There is a safe recruitment system in place and all staff undergo the relevant checks prior to commencing employment. The files we looked at had references and Disclosure and Barring Service (DBS) checks in place. People using the service take an active part in employing care workers where possible to ensure their views are taken into consideration regarding who will be providing their care and support. Managers ensure that care workers have the necessary skills and experience to undertake their role and provide ongoing training and supervision. Staff spoken to told us there is an effective system in place that alerts them when their training is due and this works well to ensure their training remains up to date. Records looked at evidenced that staff are mostly up to date with their training.

There is currently a nationwide issue with recruiting care staff and this has had some impact on the service. However the service has recently reviewed their terms and conditions and since then recruitment has improved.

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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