



Inspection Report on

Mencap Cymru (Aberaeron)

**Old Police Station
Alban Square
Aberaeron
SA46 0AQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

21/09/2023

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About Mencap Cymru (Aberaeron)

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	16 August 2022
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 and their representatives are positive about the effective person-centred support they receive. Individuals are supported by skilled and experienced staff, who enable them to achieve excellent outcomes and to live as independently as possible. People are encouraged to be as fully involved in decisions about their care and support as possible.

The service manager is supported by three scheme managers, who are all accessible and well respected by people who use and work at the service. The Responsible Individual (RI) has effective oversight of the service and completes reports with detailed actions to improve quality, following their quarterly visits.

Well-being

People receive highly personalised care and support. Individuals are encouraged to live as independently as possible in their own homes. The managers involve people, their representatives, care staff and health and social care professionals to help people remain as healthy as possible. People and their representatives are involved in developing and reviewing personal plans, which focus on the important things that matter to each individual.

People contribute to decisions that affect their lives and are effectively supported to work towards their own individual goals. Staff respect people and take time to develop positive relationships with each other, a representative told us *“The staff are great, they’ve known him for years and they know him so well”*. People live in a service that is working towards an 'Active Offer' of the Welsh language and the service uses a variety of inclusive tools to support communication.

People are protected from harm because recruitment processes and training ensure they get the right support. Support workers receive a comprehensive induction and ongoing professional development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns.

People have a voice because the RI involves them in quarterly Regulation 73 visits. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

Care and Support

People are safe and effectively enabled to live as independently as possible in their own homes. They are supported by a passionate team of staff, who know people well and understand their needs. A support worker told us; *"I never worry about coming into work because the people we support are so lovely"*. Representatives are positive about the service, one told us; *"It's the best thing that ever happened to him, he's come along so much and he's developed so much independence"*.

Support workers are guided by accurate and up to date electronic personal plans, that focus on people's outcomes. Staff take time to get to know people, understand their needs and encourage them to do as much for themselves as possible. A worker told us *"We focus on independence and we only help with the bits people can't do; they do the rest"*. People are effectively supported to remain active members of their local community, engage in employment, attend music or sporting events, access education and to maintain close contact with family and friends.

People are involved in developing and reviewing their own person focused plans, that focus on what they want to achieve. Managers also involve individual's representatives, support workers and external professionals to ensure information is worthwhile. When discussing the personal plans a support worker told us *"We get involved in the reviews every 3 months and we get updated when there are changes"*. Daily notes record the care and support completed with occasional information from the perspective of the individual. The managers of the service told us they intend to improve the quality of these reports to evidence the positive outcomes people achieve.

There are sufficient numbers of skilled and experienced staff, available to meet people's needs. Many support workers have been at the service for years, know people's individual communication styles and have built up positive relationships with people and their representatives.

The provider has an up-to-date Statement of Purpose and Service User Guide, that is available for people and/or their representatives. People are provided with accessible information about the service and subjects such as inclusion and fire safety. There are policies in place to guide staff and procedures to promote safe practice.

Leadership and Management

The provider has highly effective arrangements in place for monitoring, reviewing and improving the service. Senior managers access information electronically and are able to check quality and make recommendations when needed. The RI visits the service every quarter to discuss quality matters with people, their representatives and staff. The visit report records these discussions and notes any actions needed to improve the service. The six-monthly Quality of Care Review uses feedback from people, their representatives, and information from internal audits.

The service is well led by the service manager and three scheme managers. The managers focus on individuals and enable staff to support people to achieve their outcomes. People and their representatives have confidence in the managers and senior staff at the service. When discussing the management a representative said, *"[Scheme manager] is on the ball, they always respond to me and answers any of my questions"*. Support workers are very positive about the guidance from their managers and the provider's senior leadership team. When discussing the managers a worker told us *"They give us full support, they are the best bosses I've ever worked with"*.

Support workers receive regular supervisions and an annual appraisal to develop their personal and professional skills. Staff value the accessibility and support of their managers, one told us *"Supervision is good but we're well supported all of the time and they (managers) have their finger on the pulse"*. Senior managers conduct a variety of announced and unannounced visits to check the quality of the service. When discussing these checks a care worker said *"[Service Manager] will just call in unannounced and always asks how we are. She always makes sure she talks to the guys and asks if we need anything"*. Discussions with support workers, demonstrate a good understanding around reporting concerns and safeguarding. Procedures and policies are in place to support good practice and staff have a sufficient understanding of them.

Pre-employment checks such as references, right to work and Disclosure and Barring (DBS) take place before new employees start work. New staff receive a comprehensive induction and get to know people before they work independently. Ongoing mandatory and person specific training helps support workers to effectively meet people's individual needs. Managers assist staff to register with Social Care Wales and promote further skills through professional qualifications.

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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