



Inspection Report on

Liberty Care Ltd

**Liberty Care Ltd
Newbridge House 75-77
High Street
Blackwood
NP12 1BA**

Date Inspection Completed

24/01/2024

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About Liberty Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Liberty Care limited
Language of the service	English
Previous Care Inspectorate Wales inspection	30 March 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are supported to achieve positive outcomes by a dedicated, compassionate care team. People receiving support live in a variety of supported living settings in the Gwent area. Liberty Care has an extremely positive culture and a highly effective staff structure.

People enjoy being supported by the provider, and family members feel reassured that their loved ones are being well looked after. Liberty Care employs a specialist clinical team, which provides excellent support and guidance to the care staff teams. The Responsible Individual (RI) has effective oversight of the running of the service and works closely with the managers to deliver positive outcomes for people.

Care staff are safely recruited and enjoy their work. They feel valued and well supported by their team leaders and managers. Regular training and competency reviews ensure care staff are supporting people effectively.

Well-being

The service is committed to supporting people to improve their lives and their ability to live as independently as possible. Liberty Care works closely with landlords of properties to ensure the most suitable accommodation is provided for each person. Individual tenancy agreements are respected, and support is provided to maintain these.. Liberty Care operates with a positive approach to problem solving and working with others to achieve the best possible outcomes. We saw instances where the provider had worked effectively with commissioning authorities and landlords to find more suitable settings for people to live in. This has resulted in excellent outcomes for people. One person told us *“I love it here; I am doing so much better now. I have a great relationship with my keyworkers, I can open up to them when I need to, which really helps me.”* A family member told us *“I can’t fault it here; they are really on the ball and we have peace of mind knowing they are so happy and well looked after.”*

There is a strong emphasis placed on encouraging people to set their own goals and work towards achieving these goals, with the necessary support. A highly effective key worker system is in place, each person supported has an allocated key worker who they build strong working relationships with. Positive risk taking is encouraged where appropriate and effectively managed to ensure people are safe. Liberty Care provides group activities, such as art and crafts, horticulture, and drama clubs which have been greatly beneficial since the reduction of day centre availability. following the pandemic lockdown.

Positive outcomes achieved by people include setting up and running social enterprise schemes, gaining employment, significant reductions in prescribed medication, increased confidence in accessing the community, and enjoying a holiday for the first time. People are supported and encouraged to maintain positive relationships with family members and friends. People’s social networks have improved greatly as a result of group activities and social events.

People are kept safe from harm. Liberty Care works openly with outside agencies and has a safeguarding policy which is aligned to current guidance. Care staff know how to report concerns and receive regular training in keeping people safe.

Care and Support

People are treated with dignity and respect, support is delivered by caring, compassionate care workers. We visited three supported living settings and saw people in all of these are relaxed and confident around care staff. People enjoy warm, friendly and humorous relationships with the care staff. People are treated with understanding and empathy at times of distress or upset.

Personal plans are produced with the person wherever possible, or their representatives. The plans inform care staff about the person, what their strengths are, how they would like to be supported, and what goals they would like to achieve in each identified area. Plans are comprehensive, detailed, and clearly written. They are kept under regular review to ensure they are up to date. Care staff make detailed records to evidence that people are supported in line with their plans. Key workers meet with people frequently to review their progress and update their plans as required.

Communication is excellent. Systems are in place to ensure relevant information is shared between the team and prompt referrals are made to healthcare professionals as required. Plans are updated to reflect any change in care needs as a result of advice given. Family members are kept informed in a timely manner. Effective medication management procedures are followed. Liberty Care has a medication management policy which is kept under review. All care staff are trained in how to support people with their medication safely, and senior staff carry out regular competency checks to ensure correct procedures are followed.

Leadership and Management

People benefit from highly effective leadership and management of the service. The RI and management team are committed to providing an excellent service. The culture within the organisation is one of openness and positivity. There is mutual respect between the managers and RI, they work closely together on a day-to-day basis. Managers benefit from regular one to one supervision meetings with the RI. Managers also appreciate clinical supervisions provided by the in-house clinical psychologist. These processes promote a well-rounded and considered approach to managing each setting as best suits those residing there.

Effective systems are used to ensure all key information is captured for review by the management team. Regular audits are carried out and feedback sought to test the quality of the service and peoples experience. The RI completes detailed reports which evidence they have effective oversight of the management of the service.

Sufficient staff are deployed at each setting to ensure people are supported in accordance with their needs and preferences. Liberty care is proactive to changes in peoples needs and makes adjustments to staff requirements promptly and efficiently. Communication with commissioning authorities, care teams, and other agencies is excellent. Care staff enjoy their work, they told us they feel valued and well supported. One staff member said, *"I love it here, they are so supportive, and I really feel like I have found my calling."* Another staff member told us *"It really is a great job; I love supporting people and there is always someone to answer any queries as they crop up."*

Care staff are safely recruited, we reviewed a selection of staff files and found the required information. This includes references from previous employers, Disclosure and Barring Service (DBS) checks and registration with Social Care Wales, the workforce regulator. Staff are trained in a range of areas, including specific training for the setting they are usually employed at. Care staff have regular one to one supervision meetings with their line manager to review their performance. Monthly team meetings encourage all care staff to make suggestions and discuss openly how the service is managed and how the experience of people being supported may be 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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