



# Inspection Report on

**MacIntyre Supported Living Wales**

**Unit 2  
Plas Pentwyn  
Coedpoeth  
Wrexham  
LL11 3NU**

**Date Inspection Completed**

**26 January 2022**

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## About MacIntyre Supported Living Wales

Type of care provided	Domiciliary Support Service
Registered Provider	MacIntyre Care
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	22 November 2019
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their 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.

There is good 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. One person told us if they wanted to they could speak to the manager or area manager, but could also tell the staff if they had any concerns. They told us they feel listened to.

People's physical and mental health are promoted. People choose how to stay safe and healthy and get friendly advice about their health. 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. People are supported to enjoy a wide range of activities within their local communities, and structure their day around these. Individuals are offered support to get a job, work experience or a volunteer role and their choices are respected.

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 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. People are supported to have their personal space as they would like it.

## Care and Development

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People receive support that meets their individual needs. Initial assessments are detailed and involve the individual and people who are important to them and know them well. The service supports people to get to know others possible tenants to see if they are compatible. Personal care plans are thorough and ensure people's individual preferences are known and understood by staff. Daily notes encourage staff to identify positive outcomes and new things achieved. Reviews with individuals are carried out to ensure plans are up to date and reflect what people want to do. People told us they are 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. We saw interactions between people and support workers which demonstrated warmth and humour where appropriate. People are supported by staff to decorate their own rooms the way they want and to choose accessories to match. The service have supported people to move and settle into new localities.

People are supported to access a range of healthcare support. People are given advice about their health and they make informed choices whether to follow this advice. The service have introduced a health recording calendar to ensure that all aspects of a persons health is monitored and appropriate action is taken. They advocate on behalf of people to have their health needs thoroughly investigated. Support for medication is given, and independence is encouraged. In-depth audits of medication procedures are carried out on a regular basis.

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 excellent, 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 regular audits to ensure the most up to date guidance is being followed.

## Leadership and Management

The service has good 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 to monitor the service, however these should take place every three months as per the regulations. A wide range of audits are carried out within each setting to ensure all aspects of the service are satisfactory. These include health and safety, Covid 19 infection control, medication and finances. A detailed quality of care report was completed for January 2022, and provides good evidence of how the service is performing and plans to improve the service. There was no evidence of any previous reports and they are required every six months; the provider stated they would ensure this is complied with.

People are supported by caring, motivated, knowledgeable and skilled staff. Robust 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 this. People using the service used to be part of the interview process, but this has been put on hold due to Covid. However, people are invited to contribute questions for the interview and are given the opportunity to meet new staff to see if they like them before the appointment is confirmed. The service ensures their wide range of training is up to date, and staff feel they have good training for their roles. Staff usually receive regular supervision to enable development of their skills and practice, however this has been slightly impacted by absences due to Covid. The service are aware and are bringing this up to date. Staff told us they feel well supported, receive good training for their role and feel valued by the organisation.

## Environment



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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

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