



Inspection Report on

Voyage (DCA) Gorllewin Cymru

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The South Wales Chamber Of Commerce
Enterprise Way
Newport
NP20 2DX**

Date Inspection Completed

17 June 2021

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About Voyage (DCA) Gorllewin Cymru

Type of care provided	Domiciliary Support Service
Registered Provider	Voyage 1 Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since registration on 17 April 2019
Does this service provide the Welsh Language active offer?	The service does not provide an 'Active Offer' of the Welsh language. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.

Summary

Voyage (DCA) Gorllewin Cymru is a domiciliary support service that provides services to individuals with a learning disability and/or mental health needs. Services are provided in people's own homes, known as supported living and within the community as outreach.

The service operates in Pembrokeshire, Ceredigion. The service has recently extended provision to include younger people over 16 years. At the time of our inspection, people within this age range were not receiving a service.

A suitably experienced manager is responsible for the agency's day-to-day operations. The manager is also responsible for Voyage (DCA) Cwm Taf which provides services to people in the Cwm Taf regional partnership board and Voyage (DCA) De Cymru for people in Gwent. The regional offices for the agency are in Newport, South Wales. During the pandemic outreach services were suspended to safeguard people who were medically shielding and to comply with restrictions.

People are complimentary of the services provided. The service promotes people's independence and supports them to take an active part in their own lives. Care staff told us they are suitably trained and supported to perform their duties. The company are in the process of transferring the current paper records, to an electronic database. It is expected this will enable greater oversight of the service.

Well-being

People are encouraged to develop skills and maintain independence. Individuals are central in drawing up personal plans, which set out how they want staff to support them with all aspects of their lives. People are supported to take risks as part of an independent lifestyle. Regular review meetings provide individuals with an opportunity to share their views and aspirations. Feedback from a relative reported they were very happy with the support achieved over the past year.

People are encouraged to lead healthy lifestyles and occupy their time positively. Individuals' health needs are considered with their preferences and the required level of support is documented. Individuals are supported to attend health and social care appointments. Individuals are encouraged to have annual health check-ups. Staff need training to encourage regular health screening for individuals. During the pandemic, staff kept people stimulated when their regular services were unavailable. Contact with family members was maintained. Outreach services have restarted in line with the reduction of community Covid-19 restrictions.

People are safeguarded from harm and abuse. The service maintains records of accidents, incidents and complaints. Significant events are reported to the relevant agencies. Care staff are trained in the Wales Safeguarding Procedures and know how to report incidents. Care staff have access to a confidential whistleblowing service to report their concerns. Care staff are trained in the promotion of infection prevention and control.

The agency supports individuals to grow and be independent. The agency encourages individuals to be treated with dignity and respect and get the support they need to live life to the full. Staff are trained in active support which changes the style of support from 'caring for' to 'working with'. This promotes independence and supports people to take an active part in their own lives.

Care and Development

People's plans are outcomes focussed and centre on helping them develop skills and achieve goals. Individuals are involved in the compilation of their plans. We viewed individuals' personal plans and saw how they prefer to be supported. Personal plans set out individual procedures for people who display challenging behaviour/s. Staff are trained to support individuals in positive behaviour approaches. Risk management arrangements support individuals to take part in everyday skills and activities. Personal plans and risk assessments are routinely reviewed and updated as necessary. Individuals are fully involved in the review process.

People's physical and emotional health is considered. Healthcare professionals are involved in individuals care and support. Consideration has been made for individuals who are unable to make healthcare decisions for themselves. Some individuals use different communication methods to make their wants and needs known. The agency promotes the keyworker role, which ensures consistency and continuity of support. We spoke with staff who are familiar with people's needs, likes and preferences. We saw positive interaction between an individual and care staff.

Practices have been strengthened to protect the health, safety and welfare of people. The agency has strengthened pre-assessments of prospective individuals to ensure it can meet their needs. The agency has improved medication training to reduce medication errors. Staff member's competence is assessed before they can administer medication to people. Weekly stock checks and monthly medication audits are taking place. Revised systems ensure only one regular pharmacy supplies individuals' medication. In addition, staff are trained to promote hygienic practices and manage risks of infection. Current infection control guidance is available for staff to consult.

Leadership and Management

An experienced manager who is registered with Social Care Wales has recently returned to the agency. Staff told us the manager is approachable and senior staff are available to give support as and when necessary. People can access up to date information about the agency. The statement of purpose was revised in line with the change in provision and is updated annually. Policies are updated on an annual basis and/or in line with any changes in legislation.

Arrangements to assess, monitor and improve the quality of the service have taken place as required. Due to the pandemic, the RI has not been able to carry out any agency visits in person, which is part of his regulatory duties. Virtual meetings have taken place between the RI and the manager at the required three monthly intervals. Information supplied demonstrated the RI was able to monitor the performance of the service. In addition, the quality department has reviewed the operation of the service. We were provided with the last quality report which runs from October 2020 to March 2021.

At the time of our inspection visit, for ease of access, all paper records were in the process of being transferred to electronic systems. This meant only a small number of personnel files were available to view. The organisation's human resources department carry out vetting checks for prospective staff members. We found the necessary recruitment checks had taken place. The personnel files seen were complete and held the required information to satisfy the individual's fitness to work with vulnerable adults.

Staff are trained and supported to carry out their role. Staff can access online training resources. A training plan shows staff have received training in core areas. Staff told us additional training can be arranged to meet individuals' needs. The agency has an in-house trainer to keep staff updated about regional/national approaches. Newly appointed staff members receive an induction. Staff told us training was sufficient to enable them to perform their duties. Staff said during their induction, they were given the opportunity to shadow experienced staff members whilst supporting people. Staff viewed this as beneficial especially when they are required to provide staff cover. Individual supervision is conducted on a quarterly basis. Meetings to update and inform staff are on-going.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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