



Inspection Report on

Human Support Group Limited - Pembrokeshire

**7 Temeraire House
Nelson Quay
Milford Haven
SA73 3BN**

Date Inspection Completed

03/02/2023

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About Human Support Group Limited - Pembrokeshire

Type of care provided	Domiciliary Support Service
Registered Provider	The Human Support Group Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18/03/2021
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

Human Support Group provides care and support to people in their own homes.

People are satisfied with the support they receive, with one person describing their care as *"totally brilliant"*.

There are robust governance arrangements to monitor quality and people can express their views about the service regularly.

Care workers feel valued and supported. They demonstrate the values held by the service in respect of person-centred care and support.

Caring, motivated and respectful care workers ensure people's needs are met.

Well-being

Care workers know what to do and the action to take if they suspect a person is at risk. They are also confident their managers would take any concerns seriously and address them in the correct way. Care workers told us the ways they maintain people's privacy and dignity whilst assisting them with their personal care and regard is shown for the person's preference of gender of care worker.

People are cared for by staff who are supported and effectively managed. There are robust procedures in place to monitor the quality of the work carried out by the care workers, the satisfaction with the service and the support from management.

People can be confident care workers have the knowledge and skills to identify any changes as well as any areas for concern. We were told care workers contact relatives if necessary as well as report any issues to their manager. Care workers can recognise signs of skin pressure damage to ensure people's physical health needs are met. Relatives confirmed they are contacted if a person is running out of any personal items or if the care workers have any concerns.

Care workers have a good knowledge and understanding of the people they support and their family. Care records are up to date and provide the information needed to support each individual.

The service is working towards providing the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. Some care workers are Welsh speakers, and a Welsh Language Policy is in place. We note the Responsible Individual (RI) has also produced some key documents bilingually in English and Welsh should the need arise.

Care and Support

We were told most calls are carried out on time, with a system in place that ensures people and/or their relatives are informed the care worker is running late. Care workers also let people and the office know if they are running late or of any situations that occur. The rotas seen ensure care workers have enough time for travel built into their rotas.

People and their relatives feel safe having care workers in their home. Care workers show respect for people and their property and ensure each individual's privacy and dignity is maintained.

People are safe and protected from harm. Care workers have a good knowledge and understanding of their role in protecting people and are aware of their responsibilities to report any concerns. Care workers are confident their managers would take any concerns raised seriously and take the appropriate measure to report them.

People receiving support and their families also feel able to report any issues or concerns and are confident these will be listened to and resolved.

We found care records and support plans to be detailed; informative and person centred. Information is clearly set out showing what is important to the person; how they wish to be supported; what is working well and what needs to happen. People, and their relatives, are involved in the development and reviewing of their care plans.

Leadership and Management

People's care and support needs are met by staff who are appropriately trained and supported by the provider. We saw the training matrix which demonstrates almost all training is up to date and monitored by the manager.

The service is effectively led by a manager who covers both the Carmarthenshire and Pembrokeshire services. The responsible individual (RI) has good oversight of the service. They complete detailed and informative reports with clear actions to improve the service.

People's feedback on the service is regularly sought and is very positive. This information is used to work on improvements and to benefit the service as a whole.

Care workers are appointed following a robust recruitment process. We saw references have been obtained and safety checks completed. Supervision is carried out to provide feedback to care workers and to help them with their professional development. In addition to supervision, spot checks are carried out to provide an added level of quality monitoring as well as immediate support for care workers. We saw supervision is carried out within the required time frames and any gaps are explained.

People are supported by care workers who are knowledgeable, enthusiastic, and motivated. They are supported by a management team that are committed to delivering a person-centred service.

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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