![Arolygiaeth Gofal Cymru Care Inspectorate Wales]

# Inspection Report on

**Enhanced Community Residential Service**

**Unit 14
Mold Business Park Wrexham Road
Mold
CH7 1XP**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

# Date Inspection Completed

8th & 9th June 2023.

# About Enhanced Community Residential Service

| | |
|---|---|
| Type of care provided | Domiciliary Support Service. |
| Registered Provider | Betsi Cadwaladr University Health Board (BCUHB). |
| Registered places | 16. |
| Language of the service | English. |
| Previous Care Inspectorate Wales inspection | 23 May 2022. |
| Does this service provide the Welsh Language active offer? | 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

Enhanced Community Residential Service (ECRS) provides a domiciliary support service in North Wales. ECRS supports people to reach their potential and live their lives as independently as possible with appropriate support within seven community accommodation projects. ECRS provides support to people with a range of complex health and care needs, including Epilepsy, challenging behaviour, profound and multiple learning disability.

People's care and support needs are met. They have access to specialised nursing, health, and social care services to meet their changing needs. People's personal plans and risk assessments provide instruction for care staff on how to deliver care and support. Leadership and management is effective, care staff receive advice and support to provide current and safe practice to ensure people's needs are met.

## Well-being

People's wishes and feelings are respected. They benefit from meaningful verbal and non-verbal interactions with care staff where they share any issues and anxieties they have. Care staff know the people they provide care for well, are familiar with their behaviours and triggers to health conditions. Care staff can identify when people are distressed or when medical issues can potentially arise and know what actions to take to keep people safe. Family, friends, and professionals visit people at their accommodation, ensuring their wishes and feelings are further respected.

A 'My Service Delivery Plan' includes written information and pictures to prompt and support people to understand how their care and support will be provided. Outcomes for people are recorded within their personal plan, this allows care staff and professionals to track and monitor progress over time to make changes. A one-page profile about people's needs and behaviours allows care staff to have a snapshot of their needs and how best to support them to work towards positive outcomes.

People's health and emotional needs are promoted. They are registered with universal health and social care services in the locality of the accommodation. There are multi-disciplined health and social care professionals involved in the care and support of people and a multi-disciplined approach allows a comprehensive review of each person's health, care, and support needs. Specialist nurses and professionals provide advice and guidance to care staff on how best to support people.

People receive care and support that ensures they remain safe and well. Care staff skilfully respond to individual health complexities, we observed care and support being provided to people in a sensitive and safe manner. Care staff follow guidelines in people's personal plans to ensure a consistent approach to enable people to recover and return to baseline when they have medical episodes.

## Care and Support

Personal plans contain information about people's health and social care and support needs. Plans are outcome focused and identify people's preferences, wishes and feelings about their care needs, leisure interests, and how their independence can be supported. Family and friends visit people at their accommodation and visits are supported by risk assessments to ensure everyone involved remain safe. The service providers written guide informs people about the care they can expect to receive and how to raise an issue or complaint.

People have access to health and social care services for advice and support. They are registered with primary health and social care services, and there are specialist nurses available to provide advice and guidance to care staff to best respond to people's complex health and social care needs. Health records demonstrate care staff consult with health and social care professionals when people's needs fluctuate.

Staffing numbers and arrangements provide consistency of care and support. Where bank care staff or staff from other accommodations are used as cover, they are familiar with, and have a good understanding of people's care and support through personal plans and one-page profiles which provides a snapshot of people's needs.

The service ensures it is responsive and proactive in identifying and mitigating risks, and in supporting managed risk-taking and independence where it has been determined, this is appropriate. Care staff record safeguarding incidents and concerns on ECRS electronic system. The electronic system allows the reporter of safeguarding incidents to escalate a safeguarding concern to the manager and appointed Responsible Individual for their perusal. However, low level safeguarding incidents and concerns regardless of the severity are reviewed by the manager. When required, safeguarding incidents are referred to the Local Safeguarding Authority the accommodation is located.

## Environment

The Environment theme is not considered for a domiciliary support care service.

The ECRS manage six community accommodation / projects supporting fifteen people whose care packages are commissioned by Betsi Cadwaladr University Health Board (BCUHB) together with several local authorities from North Wales.

## Leadership and Management

The leadership and management of ECRS is effective. People receive safe care and support that meets their assessed needs. The service provider ensures people are supported by enough care staff who have the knowledge, competence, skills, and qualifications to provide the level of complex health care and support required to enable people to achieve their wellbeing outcomes. The management structure, systems and processes for induction, ongoing supervision, training, and development of care staff is effective. Care staffing levels and skill mix are reviewed to respond to people's care and support needs.

People and the professionals that support them are informed about the care, support, and opportunities available at ECRS via the guide to the home and the statement of purpose. There is information about the care and support available, people's rights and entitlements and how these are applied.

The service provider's policies and procedures are current. Care staff follow procedures which ensures they work within the confines of the law. Rigorous vetting practices ensure newly employed care staff are safe to work with vulnerable people. Care staff told us they are supported in their roles, receive mandatory and additional training, focussed supervision and annual appraisals to review their performance. Care staff team meetings provide opportunities for care staff and management to review people's care and support needs and how best to support them to achieve their wellbeing outcomes.

A quality assurance process allows the appointed Responsible Individual and management to review and have oversight of the service. The appointed Responsible Individual visits the office to review documentation and speak with specialist staff, visit the six accommodations, speak to care staff to ensure everything operates in line with the statement of purpose and to inform the quality-of-care review report.

| 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 |

| N/A | No non-compliance of this type was identified at this inspection | N/A |

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