



Inspection Report on

Pobl Care & Support West Wales Regional Partnership Area

**Pobl Group
Exchange House The Old Post Office
High Street
Newport
NP20 1AA**

Date Inspection Completed

07 July 2021

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About Pobl Care & Support West Wales Regional Partnership Area

Type of care provided	Domiciliary Support Service
Registered Provider	Pobl Care and Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection under the Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer'

Summary

People who receive support from the agency and their relatives are happy with the services they receive. They speak highly of the care and support they receive to remain as healthy as they can be, to be as independent as they can be and to do the things they like and want. Care staff and managers know people well and are respectful and caring. People spoke about the successive restrictions in place due to the coronavirus pandemic and about the support they received to keep occupied and keep in touch with friends and families. A majority of staff report high levels of satisfaction and praised the support they received during the pandemic from colleagues and managers. There are established processes in place to know people's needs, deliver the service and review the care provided. This demonstrates the service provider continuously monitors the service provided. Managers and the responsible individual have direct and regular contact with people and their relatives. When they identify good practice they give feedback to staff. When they identify problems they take prompt action to make improvements.

Well-being

Individuals receive the support they need and want. Care staff build relationships with people, get to know them and seek views and preferences on an ongoing basis. People spoke to us about the different types of support they receive. This includes support with personal care needs, meal preparation and leisure activities. In addition, people spoke about what they did when the pandemic restricted what they were used to doing. This included support to stay in touch with family and friends via electronic means and taking part in baking and gardening competitions whilst at home. People speak positively about the care staff. We were told they know staff well, staff are really nice and nothing is too much trouble. We noted that the services provided by the agency reflect the specific support needs of a wide range of people. In one instance, a person told us about their move into their first own accommodation, their job and the support they receive from care workers to help them do the things they struggle to do themselves such as cooking. Another person spoke to us about moving from the house in which they lived for a long time to a flat within a complex of flats for older people. They spoke about having good relationships with care workers and overall about feeling safe again because of the support they receive.

People are supported to remain as healthy as possible. We noted that people receive support to ensure their mental health is as good as it can be. This included support with personal care so that people can feel good and support to be meaningfully occupied. It also included care staff being available to listen and provide reassurance when necessary so that people feel safe. People also receive support to stay physically as healthy as they can. For example, care staff support people to eat well, encourage people to exercise and to take their medication. We saw examples where staff supported individuals to understand the advice from health care professionals and the consequences of the choices they may make. We noted that after doing so care staff respected people's personal choices and decisions. Throughout the pandemic, the service provider worked with external agencies to ensure they followed the correct guidelines, had sufficient personal protective equipment (PPE) and that staff were tested. People told us staff always wear PPE.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have clear policies and procedures to guide them. There are risk management plans in place to keep people as safe and as independent as possible.

Care and Support

People receive the care they require. We spoke to people individually via telephone calls and via video calls. People spoke to us about what is important to them. This included speaking about their interests and hobbies, some spoke of their worries and of family and staff. When we asked people to tell us about the support they receive from care staff, their responses included support with personal care, medication, meal preparation and support to get out of their home when they cannot do this by themselves. Some people spoke about relying on staff to remind them what they need to do at particular times. Others spoke about staff being there for them when they need somebody to talk to, when they are worried about something and about feeling safe when staff are there.

People who are supported and their relatives spoke positively about staff. Relatives told us staff are very good about really knowing and understanding people, and how this enables them to lead a good life. We observed staff interacting well with people and saw evidence of positive relationships. We observed various levels of support being provided including some people being fully supported whilst others were only supported whilst the calls were set up. In one instance we spoke to a person who needed a staff member to communicate and noted the member of staff recognised immediately when the person wanted to end the conversation. They asked us straight away to end the call in order to respect that wish. We also saw evidence of staff wearing the correct PPE.

The provider considers a range of information before providing care and support. This includes information from people who are due to receive the service and, where relevant, their relatives and external professionals. Each person has a set of care documentation which reflects all this information. This documentation includes personal plans and risk assessments. When people's needs change and/or when people make choices which may not be in their best interests, the provider consults with relevant external agencies.

Leadership and Management

The service provider has a robust management structure and established systems in place to support the smooth operation of the service. The responsible individual oversees the services provided by the agency. They oversee progress and developments, they ensure checks are carried out and collate the views of people who use the service, their relatives and staff. The agency has a team of assistant directors, managers and other senior staff with defined areas of responsibility in post. They are responsible for the day-to-day operation of the service. All play a part in checking the quality of care provided. We saw evidence of regular quality of care reviews and evidence of ongoing audits which take place. The agency is clear about what it stands for and what it wants to achieve, that is to provide whatever support a person needs to order for them to have a fulfilled life. The feedback received from people who receive support, their relatives and staff shows people in charge are in regular touch and provide what they say they will.

People are supported by staff who are fully vetted, trained, well supported and developed. The records we examined show the provider carries out the necessary checks when recruiting staff. New staff receive an induction and staff receive training relevant to their roles, this includes health and safety and infection control training. Managers told us about a management development programme they attended. The majority of staff say they feel valued and supported and teamwork is good. Staff also say there are good opportunities for development and promotion. Many staff spoke about the challenges they have faced since the start of the coronavirus pandemic, the support they have received and about what they have achieved personally and with service users. During the pandemic, the service provider increased its communication and engagement with staff across the organisation. We were told of written and verbal communication and of good will gestures in the form of gifts. We noted managers at all levels and carer workers demonstrate interest and enthusiasm for their roles.

Environment

This theme does not currently form part of the inspection remit for domiciliary support services in Wales. However, we found the service operates from secure premises with appropriate arrangements for storing confidential information.

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	N/A

	this inspection	
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