



## Inspection Report on

**PSS UK**

**Unit 5410  
North Wales Business Park  
Cae Eithin  
Abergele  
LL22 8LJ**

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

**This report is also available in Welsh**

**Date Inspection Completed**

**21 and 22 June 2022**

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## About PSS UK

Type of care provided	Adult Placement Service
Registered Provider	PSS UK
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrate a significant effort to promoting the use of the Welsh language and culture

### Summary

People are happy with the care and support they receive from their carers. They are knowledgeable, respectful, caring and provide person centred care and support. People told us they are encouraged to be as independent as possible and supported to pursue what matters to them.

PSS UK staff undertake robust assessments of potential carers, and the matching process is thorough to ensure individuals are matched to the most suitable placement. Systems are in place to measure the ongoing performance of the service and to ensure placements continue to meet the individual's needs.

People and their carers receive support from a well-managed service. They receive extensive support from PSS UK staff and find them to be very supportive and approachable. PSS UK staff are enthusiastic and want to achieve the best outcomes for people and their carers, keeping the people at the centre of the service. They are dedicated in providing good care which promotes an inclusive culture. Systems and processes are in place by the registered provider to measure the performance of the service on an on-going basis.

## Well-being

People have control over their day-to-day lives. The registered provider keeps people at the centre of the service. The care and support provided is person centred and consistent with people's personal goals and wishes. People are supported to pursue their own hobbies and are encouraged to take part in everyday living tasks and activities. Carers support people to meet their individual religious, spiritual and cultural needs. People's views are gathered as part of the monitoring and development of the service.

People are supported with their physical, mental and emotional well-being. Placements are arranged with the full involvement of the individual and the allocated carer(s). Personal plans are reviewed on a regular basis and clearly identify people's wishes, feelings, needs and goals. Communication within the service is clear and changes are communicated effectively and confidentially. People receive support to access healthcare services in a timely way and appropriate referrals and advice is sought. Carers support individuals to maintain contact with family and friends and are provided with the appropriate training to be able to meet the needs of the people they support. They feel supported by the development team and find PSS UK staff "*helpful*", "*approachable*", and "*accessible*".

People are safeguarded and protected from harm. The registered provider has an in-depth process for the recruitment of carers, ensuring that the carers are suitable to work with vulnerable people, have the appropriate skills and qualities to fulfil the role. Carers and PSS UK staff receive training on safeguarding adults from the risk of abuse and there are policies and procedures in place. Environmental safety checks are completed before any placement commences and are monitored at regular intervals.

## Care and Support

The matching process is very thorough and robust. Careful consideration is given to matching the most appropriate placements for individuals. People are involved throughout the assessment process to identify a suitable placement. Introductions to potential carers are led by the individual and at their own pace. Regular reviews of the placement are completed, to check on the well-being of the individual, their individual goals, and the ongoing suitability of the placement.

People receive care and support in line with their individual goals and preferences. We found these preferences are valued and respected by carers and PSS UK staff. People are content and comfortable in their home and stated they are happy with the way they are supported and cared for. We observed the care and support being delivered in a positive, sensitive and respectful manner. Personal plans are written in a person-centred format and are reviewed on a regular basis. Appropriate risk assessments are in place and are detailed on how to mitigate those risks. Risk assessments are mostly reviewed on a regular basis.

People are supported to do what matters to them. They are supported to pursue their interests and access their local community. Volunteering opportunities are sourced, and people are supported to participate in local groups. Feedback received demonstrates people are encouraged to be as independent as possible and positive risk taking is promoted.

People experience warmth and belonging, people told us that the carers and the other members of the household are “*like family*”. It was clear during our discussions with carers that people who are living with them are considered part of their family.

People have access to health and social care services. Each person has a personal plan that provides detailed information regarding any specific health needs. Hospital passports are currently being incorporated which contain important information should a person be admitted to hospital. People receive support to attend community-based appointments. All documentation and correspondences are kept to provide a health record for each individual.

Systems and processes are in place to protect people who use the service. Carers are alert and respond accordingly to people’s mood and behaviour in a positive manner. People are involved in managing their own risks whenever possible. Our discussions with carers confirmed people are kept safe as carers have a good understanding about individual risks, and how to minimise those risks. People told us they feel safe and can approach their carers. There are appropriate policies and systems in place to protect people from abuse. Carers and PSS UK staff receive safeguarding training and know how to recognise abuse

and protect people. They understand how to raise concerns, both within their organisation and beyond, to ensure people are safe and their rights are protected.

## Environment

People are provided with care and support in a safe and suitable environment. The service undertakes the appropriate checks prior to support commencing as part of the carer recruitment process. Thereafter, annual safety checks take place to ensure the placement continues to meet the needs of the individual in a safe and homely environment. The service has measures in place to record and report health and safety issues, we saw evidence that appropriate action is taken by the service to address these. We visited placements; the premises are well maintained. People told us that they are happy with their rooms.

Records are stored securely and in line with legislative requirements. The service has suitable space to provide privacy for the supervision of staff.

## Leadership and Management

The registered provider is clear about what the service sets out to deliver. The service has an up-to-date statement of purpose (SOP), which is reflective of the service provided. This document sets out the service's ethos, aims, values, and how it intends to deliver the service. PSS UK staff understand the registered provider's vision and values and how to apply them in their working practices. Carers have access to a comprehensive handbook which details important information about their role and how they can access support. The service has up to date policies and procedures, which are mostly in line with current legislation and guidelines. The service has an accessible complaints policy and we saw complaints are managed effectively, and actions taken were recorded.

Carers and PSS UK staff recruitment and matching process is satisfactory at the service. We saw staff files have the necessary safety checks in place, ensuring staff's suitability to work with vulnerable adults.

The service provides continuous support to people and their carers. Carers are provided with support from an allocated development worker, who they can contact if they have any issues. We observed warm and caring interactions between everyone involved. Carers told us that they feel very supported by the development workers. Comments include *"I only have to phone X and X is here"*, *"the support is always there"*, *"PSS are very, very supportive"* and *"I cannot fault them"*. People and their carers are included in the reviews which take place regularly with the development worker. Carers have regular meetings to discuss issues and for the service to provide any updates and training opportunities.

People receive a service from a registered provider who ensures staff are well supported, supervised, and trained. Staff meetings are held with a clear purpose and detailed minutes are recorded. All PSS UK staff we spoke with told us they feel very supported and valued by the organisation. Staff appear very enthusiastic about providing the best possible service to the individuals. Staff are knowledgeable about their roles and the people they work with. Comments from staff include *"it's marvellous here"*, *"I love my work"* and *"the most important aspect is making a difference to people's lives"*.

There are arrangements in place for the oversight of the service through ongoing quality assurance processes and governance arrangements. The Responsible Individual (RI) has good oversight of the service, we saw evidence of the regulatory visits having been completed. The RI should ensure that they evidence the reviewing of a selection of records as part of their quarterly visits. A quality of care review is available to assess, monitor and improve the quality and safety of the service. The service is proactive in capturing feedback from people, carers and professionals. We saw positive feedback from multiple sources, including from events held for carers and people using the service. People told us that they enjoy the events and would like to attend more. Social events enable carers and the people



they support to meet others and build a supportive network. The service has a pro-active approach to quality assurance and improving the service in order to achieve the best possible outcomes for people.

### 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 inspection	N/A

**Date Published**

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