



## Inspection Report on

**Thrive at Home**

**Empower Support Office  
71 Mansel Street  
Swansea  
SA1 5TN**

## **Date Inspection Completed**

14/03/2024

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## About Thrive at Home

Type of care provided	Domiciliary Support Service
Registered Provider	Empower Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	25 January 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

Thrive at Home provides an excellent standard of care and support to people. The service is quite unique and provides support in the community to adults who have a psychiatric diagnosis and needs associated with mental health. We spoke to a wide range of people to gain feedback including; people supported by the service, the registered manager, the team leader, commissioners and the Responsible Individual (RI). We also received a large number of feedback questionnaires from relatives, professionals and care workers. We found extremely robust and thorough support planning processes and documentation in the service. The provider ensures people are fully consulted and are involved in relation to the service delivery. We saw support provided is person centred and outcome focused. There are robust and clear processes to monitor the standard of care provided. The RI and Registered Manager (RM) take an active role and are present, supportive and directive in the service. Care workers are recruited safely and access a wide range of both core and relevant specialist training. Care workers told us senior staff are very supportive. There are detailed policies and procedures in place to guide staff.

## Well-being

People contribute to decisions that affect them and participation, choice, inclusion is strongly and actively promoted and upheld by the provider. We saw an extremely high standard of person centred documentation in the service. This includes provider assessments, people's support plans, risk assessments, health information, reviews and record keeping. We saw highly detailed records clearly evidencing people's achievement of their personal goals. The provider promotes and provides a service based on active support and recovery principles. This means support is planned in a way that encourages and sustains good physical and mental wellbeing. People and relatives gave us excellent feedback about the quality of service provided. Since the last inspection the provider has strengthened staff induction processes and acted on all recommendations from the previous inspection. Communication across the service is outstanding and relatives informed us managers and staff are very supportive and helpful. The provider has recently developed highly effective community based group activities for the people they support to participate in.

The service is very well run and managed. There is robust and thorough oversight from the management team. Very thorough quality checks are completed appropriately and according to current guidance and legislation. The latest quality of care review report completed by the manager and RI contains detailed information including feedback from people, relatives, quality audits and service information. All care workers told us they have a very positive working relationship with senior staff and they feel supported and listened to. We saw RI checks are completed, senior staff meetings take place regularly and staff meetings are planned and documented. Staffing levels reflect people's needs and are as documented in care plans, assessments and call schedules. The provider strongly advocates for the people they support, particularly in relation to external agencies and obtaining additional support where necessary.

There are very experienced, knowledgeable and well trained care workers working in the service. We saw extremely well organised staff files evidencing good compliance with regulation in respect of required checks and nearly all staff are registered with Social Care Wales (SCW – the social care force regulator). Care workers receive a good range of core and relevant specialist training to ensure they can carry out their work roles effectively and to a high standard. This is complemented by regular learning and reflection sessions facilitated and led by the manager and RI. All support workers receive regular planned supervision and appraisals.

People are protected from abuse and neglect as care workers know what to look out for and how to raise concerns if they suspect someone's wellbeing is at risk. Care workers receive regular and updated training in safeguarding and have access to clear and detailed policies and procedures to guide them. There are very robust risk plans in place to keep people safe and promote independence as far as possible.

## Care and Support

People receive an excellent standard of person centred care and support from Thrive at Home. We visited and spoke with people in their own homes. We received a large number of staff, relative and professional feedback questionnaires to help inform the inspection findings. We also completed an office visit and spoke with the manager and team leader. All feedback received is extremely complimentary about the care and support provided, communication and positive culture in the service. A person told us; *“Excellent service and so much better than previous care provider. Easy to get on with. I can talk to them and they listen. No concerns or complaints at all. They are all lovely people. Really positive relationship with the manager who is very knowledgeable about mental health and one of the best people to talk too about my mental health”*. A relative told us; *“Personable caring staff who have great skills and expertise. Very good leadership. Super service”*.

People’s care and support needs are clearly documented in a detailed, thorough and regularly reviewed online personal plan. Care workers have access to a live online application and can access key information and alert senior staff when working in the community. Care workers told us this works really well and they are able to easily access the information they need. A sample of personal support files viewed contain very strong personalised information regarding likes, dislikes, care and support needs and risks. Senior carers and the team leader complete separate personal plan review forms that fully include the contribution of people and relevant others. There is very comprehensive information regarding health care needs and strong evidence of contact with external agencies where necessary. There are thorough and robust pre-admission procedures to ensure the service can meet the care and support needs of people. The provider has developed service newsletters which include staff updates, service updates and celebrate success. The manager told us about new group sessions for people supported called ‘thrive together’. These meet weekly in community settings and include walking, refreshments and peer support. This initiative is exemplary and creative, particularly for people who are isolated and live alone.

People are safe and risks to their health and wellbeing minimised as much as possible. There are detailed and thorough safeguarding and whistleblowing policies that are in date and updated as necessary. We saw a staff training overview which shows care workers receive safeguarding training which is updated regularly. We also saw a robust and detailed staff lone working policy along with on-call arrangements for staff support as necessary. There are monthly documented support worker meetings with senior staff. These encourage staff reflection, learning and development. We saw records which detail discussions regarding service issues such as safeguarding concerns, outcomes and actions.

## Leadership and Management

There is highly effective oversight and governance of the service by the management team. Both the manager and RI are registered mental health nurses. This enables them to provide strong leadership, facilitate staff learning and provide exceptional support to the people they provide a service for. The service is further strengthened by two senior care workers and a team leader. There are robust and thorough processes in place to ensure the quality of service provision including regular spot checks and audits. We read highly detailed quality of care review documents. These include feedback from people supported, care workers and an overview of service development and associated improvement actions. The RI has a strong presence and regularly works from the office. The manager told us the service is very settled currently with no concerns, safeguarding issues or complaints. Commissioners confirm there are no concerns or issues with the service. A professional told us; *“The support provided is above and beyond. The staff members remain professional, confidential and empathetic in the care they provide. The agency will contact professionals should they have any concerns and raise concerns as soon as they arise”*. Communication across the service is excellent with newsletters, a detailed service user guide and regular planned meetings.

The provider ensures support workers are suitably fit and have the required knowledge, skills, competency, and qualifications to provide a very high standard of care and support. We viewed an overall staff training plan and saw nearly all training for support workers is current and in date. Staff also receive specialist training in areas such as eating disorders, self-harm, depression, anxiety, substance misuse etc. We looked at three care worker files and all recruitment documentation is in place including Disclosure and Barring (DBS) checks, which are all in date. Nearly all care workers are now registered with Social Care Wales (SCW – the Welsh social care staff regulator) or working towards. We saw care workers receive documented regular supervision. Since the last inspection the manager told us induction processes for new care staff have been further strengthened to ensure they are robust and cover all the recommendations of SCW. Care workers gave us consistently positive feedback about the support they receive from management. A care worker told us; *“The management always try to accommodate us as much as possible, they are very approachable, and really value their staff. I love my job and feel very valued and appreciated”*. The RI told us they continue to have strong links with local colleges and this benefits recruitment as many of the support workers have a background in or are already studying health and social care subjects. The current SoP accurately describes the service provided. There are robust, thorough and regularly reviewed policies and procedures in place to guide care workers.

The manager told us there are no first language Welsh speakers being supported currently. Should this be the case however, all documentation can be translated. One of the Directors speaks fluent Welsh and staff are also encouraged to attend Welsh language courses as part of their training and development.

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