



Inspection Report on

Home From Home Support

**Home From Home
Mynyddislwyn Offices
Bryn Road
Blackwood
NP12 2BH**

Date Inspection Completed

22/09/2023

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About Home From Home Support

Type of care provided	Domiciliary Support Service
Registered Provider	Sandra Webb
Language of the service	English
Previous Care Inspectorate Wales inspection	[This is the first inspection under RISCA]
Does this service promote Welsh language and culture?	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

Home from Home (HFH) are a domiciliary support service who support people in their own homes, and their local community, within the Gwent area. The Responsible Individual (RI) for the service has excellent oversight of the support provided and is directly involved in the daily operation. As part of this, the RI leads people's initial assessments, care planning and three-monthly reviews.

HFH support people to work towards and achieve their own personal outcomes and they told us the positive impact this has had on their health and wellbeing. All people have their own personal support plans. These plans are respectful, person centred and have a good level of detail to inform the support workers of what is important to the person and what help they need.

The provider has an innovative service model and go over and above what is expected to ensure people's health and wellbeing is promoted. The service has excellent links with health and social care professionals and is highly regarded for their responsiveness, expertise, and positive approach to support provision.

Support workers are highly skilled and provide a remarkably high standard of service to the people they support. Support workers receive extensive support from the provider which enables them to work well under pressure. Support workers feel valued and speak highly of their roles.

The provider proactively seeks opportunities to learn and reflect upon situations. They often use team meetings for this. The provider also pursues opportunities to share their learning with others in the sector to improve the wellbeing outcome of people with care and support needs within the community.

Well-being

People receive relationship focused support within their homes and local community. The support helps people to maintain and improve their health and wellbeing. Support workers enable people to live independent and to maintain control over their day-to-day lives. People feel listened to and their views are of utmost importance in decisions relating to their support. The provider and people work together to create their personal support plans, with professionals / relatives are consulted if needed. These plans help keep people safe and as independent in the community as possible. Support staff, some of whom speak Welsh, build meaningful relationships with people, and provide a holistic approach to promoting wellbeing. This varies from supporting with medication and encouraging a positive lifestyle to talking with a person about how they are feeling. People value the time staff spend with them and often regards this support most highly. We were told *“they ask me how I am and actually listen to me, this means the world to me”*.

Support staff protect people from abuse and neglect. They know what to look out for and how to raise concerns if they suspect someone’s wellbeing or safety is compromised. There are clear policies in place to guide support staff through this process and the provider is aware of their responsibilities.

People are supported by support workers who have had the required pre-employment checks to ensure their suitability for the role and have had the appropriate training. The service ensures that support workers have regular formal supervision and annual appraisals as well as informal ‘check-ins’. This has a positive impact on support workers’ moral and means the provider keeps a stable staff team.

The provider has a daily presence in the service and because of this has full knowledge of what is going on in the service. Policies and procedures are up-to-date and the service is innovative in many of its processes for the benefit of the people receiving support from HFH.

Care and Support

People receive excellent support from HFH. Prior to a person receiving support from HFH there is a clear assessment process. This includes the provider meeting the person and talking with them about what support they feel they need. The views of appropriate others, such as family or professionals, can also be gathered by the service as part of the initial assessment.

HFH coproduce personal support plans with the people they are supporting. Support plans are clear and inform support staff of the needs of each person, what matters to them, and how they would like to be supported. The support provided to the person is flexible to ensure they have the right support at the right time, and this is reflected within the support plans.

Robust risk assessments and management plans identify people's vulnerabilities and guide support workers on interventions that will keep the person safe.

The provider supports people to review their outcomes, needs and support plans at least every three months, or sooner if needed. In addition, key workers complete a monthly 'desktop' review and an associated report which helps make sure any changes to a person's health and wellbeing are picked up on early.

The provider has enough staff to meet the needs of the people being supported. The support staff are highly skilled and committed to promoting people's health and wellbeing.

Support staff are skilled in noticing if a person's health or wellbeing is declining and take prompt action. They liaise with professionals as needed. Support staff complete daily records when they assist people which includes completing medication charts. These are completed to a consistently high level and regular checks are completed by the service to make sure of this. A person told us how support with medication has made a positive impact on their health and wellbeing, saying *'I would often forget to take it (medication) and take it any time but now I have it when I'm supposed to, and I feel so much better for it'*.

Leadership and Management

The provider has developed an innovative, relationship based, service which focuses on supporting people with complex needs to live well. The provider has a clear mission statement and values for the service. These are embedded within daily practice.

The provider has excellent oversight of the service. There is a Statement of Purpose (SOP) in place which accurately describes the service, its values and vision. Appropriate policies, procedures and processes are in place and kept up-to-date. There are opportunities for support staff to be involved in the development of these to ensure they are efficient.

The admission process is exceptional and forms the foundation of high-quality support provision which enables people to achieve good outcomes and wellbeing. The risk assessments are respectful and completed to a high standard, along with care planning documents. The service has developed excellent links with the Local Health Board, Local Authority, and all external professionals involved with the people they support. This provides people with a seamless and holistic service. A health professional told us *"if I require anything from them they will always assist & get back to me in a timely manner"*.

The RI ensures valuable feedback is gathered from people, relatives and appropriate health and social care professionals, which then informs the further development of the service. The RI completes high quality reports which consider the quality of the service and how the service's values are being achieved.

Support staff are safely recruited, and the appropriate vetting processes are completed. The service keeps a highly dedicated staff team and embeds a culture of learning and continued development. The provider actively seeks opportunities to develop the expertise of support staff and has a highly skilled workforce as a result. A health professional told us *"They (HFH) have also requested literature for their staff to read (...). so they are educated on the medication"*.

The provider offers impeccable support to their support staff, going over and above to maintain the wellbeing of the team. A support worker told us *"I feel appreciated and valued by the managers and that makes me want to come to work and do my best, I know I'm not just a number to them"*.

The supervision provided to support staff is proactive and exceeds the frequency required by regulation. The RI and managers are easily accessible to staff who told us *"No matter what, we can go to the managers, they are always there for us"*. Support workers feel supported in their roles and told us *"I have been told how well and happy I look now, and I've told them it's because of my job"*.

The service actively seeks opportunities to share their learning and experience with others to improve the wellbeing outcomes for people with complex needs. There have been measurable improvements in the service area seen because of this.

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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