



Inspection Report on

Serene Support Services Limited

**Jesmond Dene
Park View
Tredegar
NP22 3NZ**

Date Inspection Completed

30 June 2022

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About Serene Support Services Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Serene Support Services Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service was re-registered under the Regulation and Inspection of Social Care (Wales) Act.
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language.

Summary

Serene Support are a small team of dedicated care workers providing a bespoke service to people living in the Gwent region. A reliable, consistent team of staff provide continuity of care, reassurance and support. Personal plans of care are person centred, detailed and provide guidance for staff to follow. Care workers have a very good knowledge of the people they support and are, therefore, able to notice any changes quickly and respond promptly. People receiving a service have control over their own lives and can make their own choices as far as possible. Improvements in the administration of medication is required. Care workers are provided with the necessary support and development to perform their role and feel valued by management. Improvements in staff recruitment process are required. The provider monitors its performance to maintain and improve upon the quality of the support available.

Well-being

People do things which matter to them and they enjoy. Care workers build relationships with the people they support, seek their views and preferences on an ongoing basis. Personal plans of care highlight people's preferences, likes and dislikes. Care workers are encouraging, kind and available to assist people to do what they want to do. Care workers encourage people to have a routine and get involved in activities. Suitable systems are in place to support people to visit and have visits from their family and friends. People engage in a range of activities within their own home and in the local area.

People are supported to remain as healthy as possible. Care workers support people to maintain good physical health. This includes supporting people with their medication and ensuring people have a balanced healthy diet. Care workers watch out for changes in people's wellbeing and alert relevant external professionals when needed. Referrals and appointments with health and social care professionals are arranged when necessary. People have good relationships with care workers, which promotes their emotional well-being.

There are measures in place to safeguard people. Appropriate risk assessments are in place where required according to individual need. Identified risks to people are managed and monitored so they are supported to stay safe and their freedom respected. Care workers know what to do if they are concerned about someone, are familiar about the types and indicators of abuse and told us what action they would take. The Responsible Individual/manager is approachable and ensures care workers are supported and trained in safeguarding to reduce the risk of harm. The manager consults with relevant agencies to ensure appropriate care and support is provided to meet people's assessed needs and risks.

This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture. The Statement of Purpose and other key documents can be provided in Welsh if requested. Initial assessments identify preferred language. One member of staff is a fluent Welsh speaker, other staff are encouraged to increase their Welsh vocabulary.

Care and Support

People's care is delivered in a way that protects, promotes and maintains their safety and wellbeing. People we spoke with are positive about the care they receive. They told us that the staff and management are supportive and approachable.

Personal plans are individualised and set out what is important to each person. Plans contain information about the best way for staff to support individuals. In addition, where there are risks, these are assessed and steps to mitigate them are listed. Conversations with staff show they are familiar with the plans and the care needs of people. Staff record the care and support delivered to each person.

People receive the support they require when they need it. Care workers interact with people in a natural friendly, caring and compassionate manner. We observed staff supporting individuals and we noted a natural familiarity between them. Care workers are encouraging and reassuring, and they demonstrate a clear understanding of people's needs.

There are systems in place to manage people's medication. Service medication policies and procedures are now up to date and in line with current medication legislation. There are secure arrangements for storing medication. Care workers receive training in medication. Amendments to medication administration records (MAR's) did not show who had made the alterations or why. Administration instructions were not updated in a timely manner following changes by a health professional. This is an area for improvement, and we will follow this up at our next inspection.

Leadership and Management

The model of care documented in the service's statement of purpose and service guide reflects the support provided. A range of comprehensive policies and procedures are in place to support the delivery of care, which are kept under review. The service provider has arrangements in place to support the smooth running of the service. The RI/manager is a regular presence and delivers direct care and support when required.

There are sufficient staff numbers to support people to meet their assessed needs. There are arrangements in place to recruit, train and support staff. We examined recruitment records. These show the service provider carries out checks before a person can start working at the service. These include checking their identity, employment histories and Disclosure and Barring Service (DBS) check. Improvements are required in obtaining all references before contracts of employment are issued. This is an area for improvement, and we will follow this up at our next inspection.

Newly appointed care workers receive an induction and all staff employed receive regular training. Staff are provided with necessary support and development to perform their role. Supervision records confirm care workers receive regular, individualised supervision. Care workers told us that they feel valued and well supported in their roles and spoke positively about their employment and the RI/manager.

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
35	The provider did not ensure all required pre-employment safety checks were completed.	New
58	The provider did not ensure medication	New

	administration records were completed accurately.	
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