



Inspection Report on

Brain Injury Wales Limited

**First Floor
14 Lias Road
Porthcawl
CF36 3AH**

Date Inspection Completed

23/02/2023

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About Brain Injury Wales Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Brain Injury Wales Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	02 February 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Brain Injury Wales provides person-centred care and support to people with an acquired brain injury. The service also offers a range of neurological physiotherapy assessments and treatments to both adults and children. This report covers the Cwm Taf and Gwent areas. People using the service have access to a good standard of personalised care and support. Care documentation is detailed and devised using a multi-disciplinary approach. Regular reviews ensure care documentation is kept up to date and relevant. People have good access to clinical support services and their health and well-being is closely monitored.

Care workers are trained to meet the needs of the people they support and have access to an on-going programme of support and development. There is a robust recruitment process that helps to ensure care workers possess the right skills and attitude for working in the care sector. Governance and quality assurance measures facilitate the smooth running of the service. The Responsible Individual (RI) also manages the service and has clear oversight of service delivery.

Well-being

There are measures in place helping to protect people from harm and abuse. Policies and procedures promote safety and are aligned with current statutory and best practice guidance. Care workers receive safeguarding training and are aware of the process for reporting concerns. Ongoing training ensures care workers are equipped with the skills needed to provide good quality care and support. There is a safe recruitment process and regular supervision supports care workers continued development. Governance and quality assurance measures allow the service to reflect and identify areas for development

People are treated as individuals and are supported to do the things that matter to them. Feedback from people and their representatives suggests care workers are kind and respectful. People are supported in a person-centred way helping them to achieve their outcomes. Documented evidence on people's personal plans shows care workers support people to participate in activities of their choosing.

The service promotes people's physical and emotional well-being. Care documentation is kept under review and any changes are communicated quickly to care workers. Care workers receive specific training to compliment therapies people receive. For example: we saw one person receives clinical massage on a weekly basis to help manage their condition. Supporting care workers have been trained by the therapist to facilitate daily exercise routines to compliment the weekly therapy sessions.

Care and Support

People's care and support needs are set out in their personal plans. We examined a selection of personal plans and found they are detailed, clear and concise. They highlight people's personal outcomes and set out strategies on the best ways of supporting people to achieve their outcomes. Care workers we spoke to said people's personal plans contain the information needed to support the person well. We saw risks to people's health and safety are thoroughly assessed with management plans in place. We found Personal plans are person centred, meaning they are specifically designed to meet each person's unique set of needs. Periodic reviews of care documentation are held in conjunction with people, their representatives and where needed the multi-disciplinary team. This process ensures people are receiving the right level of care and support.

People have good relationships with care workers. We received consistently positive feedback from people and their representatives regarding the service they receive. One person told us, *"It's very good"*. A relative of a supported person said, *"The carers are very attentive. They understand my son's needs and know how to support him safely"*. The service offers good continuity of care. This is achieved by its ability to retain staff. Care workers work with specific people. This means they get to know the people they support well and are familiar with their needs and routines.

People are supported to be as healthy as they can be. Care workers receive training specific to the needs of the people they support and are able to spot the signs of deterioration and act accordingly. There are measures in place to reduce the risks of cross contamination. Care workers follow guidance set out in the infection control policy, have access to a plentiful supply of personal protective equipment and know when and how to use it. Support is available for people with medication needs. The medication policy outlines best practice guidance, care workers receive medication training, and the manager assesses care workers competency before they are able to administer medication. Care workers document care and support provided in people's daily recordings and any concerns about the person's health or well-being are reported to the relevant professional for further investigation. The service works closely with health care professionals to ensure people are receiving the right care at the right time.

Environment

This domain is not considered as part of a domiciliary inspection. The agency offices are suitable for their intended use with secure storage facilities.

Leadership and Management

Care workers are valued, supported, and given clear direction. Staff meetings are regularly held and focus on supported people. We saw minutes of staff meetings showing discussions regarding people's care and support and other operational matters. Care workers told us they feel supported in their roles and provided complimentary feedback regarding the manager. One care worker said, "*The manager is very approachable, she always goes over and above*". Another care worker told us, "*The manager is brilliant, always available if I need help with anything*". Records relating to supervision and appraisal support the positive feedback we received and show care workers receive formal support in line with regulation.

Care workers are recruited safely and have access to an ongoing programme of development opportunities. The service recruits care workers for the people who receive care and support. This means care workers are employed directly by the person. The service manages care workers on the persons behalf. Personnel files show care workers receive all the necessary pre-employment checks to ensure they are suitable to work with vulnerable people. Care workers must complete an induction when they start employment and get the opportunity to shadow other experienced team members. This is followed by a probationary period where they are subject to ongoing assessment. The service also provides core and specialist training so that care workers are sufficiently skilled. Records relating to training show the service is compliant with its training requirements.

The service has good governance arrangements in place and is committed to ongoing development. We saw evidence the service seeks the views of the people it supports to inform improvements. The manager regularly asks for written feedback from people and their representatives regarding the service they receive. Feedback from staff is also collated. We looked at the most recent feedback and found it to be very positive. Policies and procedures provide clear informative information and are kept under review. The Responsible Individual (RI) monitors the performance of the service through quality-of-care reviews. We looked at the latest quality of care report which highlights the services strengths and areas where it can improve. Other written information we viewed included the statement of purpose and the service user guide. We found the statement of purpose is reflective of the services provided. And the service user guide contained all the required information such as the process for making complaints and the availability of advocacy services.

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
35	The provider is not compliant with REG 35(2)(d). This is because the not all of the required information specified in Part 1 of schedule 1 was recorded in staff recruitment files.	Achieved

Date Published 16/03/2023