



## Inspection Report on

**Adferiad Recovery West Wales Domiciliary Support Services**

**Unit B3  
Lakeside Technology Park  
Llansamlet  
Swansea  
SA7 9FE**

## **Date Inspection Completed**

09/10/2023

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## About Adferiad Recovery West Wales Domiciliary Support Services

Type of care provided	Domiciliary Support Service
Registered Provider	Adferiad Recovery
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">11 October 2022</a>
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

Adferiad Recovery West Wales Domiciliary Support Services endeavours to support people to maintain their independence. The staff team is enthusiastic and wants to make a positive difference to people's lives in every way: they focus on each person's needs to positively impact on their confidence and well-being. People are equally enthusiastic about the support they receive and say care workers are familiar to them and support them as they wish. They say they are exceptional and cannot speak highly enough of them.

Care workers also feel well supported by the Responsible Individual (RI) and the wider management team. There are good communication channels throughout the service, with robust systems to monitor the quality of care provided. The provider invites employees to sign up to a leadership course from the Institute of Leadership and Management (ILM) that helps their career development, to be managers of the future, thus retaining their services and ensuring further consistency in people's support.

### Well-being

People say they are very happy with the support they receive from this provider. People know their care workers well, and care workers know what people expect from them. People tell us care workers are familiar to them because staff retention is good. All employees have the opportunity to take part in a leadership course, designed to prepare applicants for future senior positions within the organisation, thus retaining them for longer.

People feel safe with their care workers. Each person's privacy and personal information is kept secure, and people also say they know how to make a complaint and are confident senior staff members would listen to them if they did. Care workers have a good rapport and relationship with each person they support. People tell us their care workers are, "*exceptional*" and "*absolutely phenomenal*." One person told us, "*They have so much compassion and understanding. They encourage me to get out of the house and do things when I need a push. To be honest, my life has changed.*" Several people told us their care workers are kind and caring, respectful, and professional in their approaches every day. One person told us, "*They are always there when you want them*" and a relative told us they are "*absolutely lifesaving*."

Care workers attend a wide array of specific training courses, designed around each person's needs, to combat worries and anxieties, to empower people to live their lives to the full. One person told us, "*The staff always know what I need before I do!*"

Care records and management plans are detailed and provide the staff team with a wealth of information about the person, especially their communication preferences. One-page-profiles describe things that are important for the person, as well as how they prefer care workers to support them. One relative said, "*They all bring something different to the table*" and "*Their level of patience really is amazing*." Each person using the service is given a copy of the service user guide with information of what they may expect from the staff team, and the provider's Statement of Purpose document accurately describes what the staff team provide and is readily available to people and their relatives.

The provider offers the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. The provider has its own translation service, so bi-lingual documentation is available for anyone who prefers it. All employees are offered courses in basic, conversational Welsh. In addition, some staff members speak Welsh.

## Care and Support

The provider considers a range of information to ensure they can meet people's needs before their support is put in place. There are up to date plans for how the staff team enable people to live their lives as they wish. This includes obtaining information from relatives and external healthcare professionals such as social workers. From this, senior staff develop high quality care and management records that describe people's support arrangements in great detail, together with any specific requirements that are needed. Clear risk assessments ensure people maintain their independence as much as possible. All care records are regularly reviewed, more frequently wherever support needs changed.

People are very happy with the support they receive. Several people agreed they are always invited to be involved in decisions being made that affect them. One person told us, *"I do talk about it because it's good for me. Why wouldn't I?"* Another person said, *"The help they give is extraordinary. I don't know what I would do without them. Their level of patience is amazing."* A relative told us of a time a family member had to wait a number of hours before being discharged from hospital, when a member of their team went way above expectations and stayed with the person until they eventually went home.

Any care worker within this organisation who aspires to progress in their career can take part in a leadership course that provides them with the skills required for future senior positions. We spoke to one employee who completed the course, who is now a director within the organisation: they gave us several examples where they had enabled people to have more control in their lives, due to the ideas they had developed during the course. They told us, *"Yes, I completed the ILM course: it's not just a standard management course though. It involves scenarios from your own workplace, real issues. It was tailor-made for me and I'm seeing the benefits now, as people are judging what we do every day."* They added, *"It's about having the bigger picture, to see what' people really need."*

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

## Leadership and Management

Overall, the provider has an absolutely clear vision of the support it wants to provide, and a genuinely positive regard to each person receiving their support. The service is committed to developing a culture which ensures the best possible outcomes are achieved for people. To this end, there are detailed checking and monitoring systems in place, designed to maintain each person's well-being, to ensure the quality of support they receive every day is everything it can be. People and relatives know the RI and managers who consistently oversee all aspects of the service and have nothing but positive things to say about them. In addition, everyone told us they are very approachable.

The provider ensures people are at the heart of everything that happens within the organisation. For example, Trustees are appointed by people who receive the provider's support. In addition, the RI nurtures employees who want opportunities to be the next generation of leaders within the organisation, to continue in providing quality support for others. As a result, the provider has introduced an accredited, innovative new 'Future Leaders' programme: designed to impart the knowledge and skills required for senior positions within the organisation - succession plans, in effect. Since 2019, this has provided strong applicants for future management positions from the current staff team, who are well-known to people and their relatives. This initiative incorporates an ethical values framework, is open to all employees and is supported by the current good staff retention data.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.'

Care workers are up to date with their essential training, together with specific training relevant to the support they provide. This includes sensitive aspects such as mental health from substance abuse issues, suicide awareness, gambling and gambling-related harms, domestic abuse and the impact on the survivor, alcohol related brain damage and self-injury. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people.

The provider issues surveys for people and their families to give their opinions on the support they receive. Responses are overwhelmingly positive. In addition, all conversations we had with people were extremely complimentary about the care workers who support them, and the senior staff team in the office. The RI identifies any actions needed to improve people's well-being in expansive three-monthly visits and six-monthly quality of care reports.

Regular staff team meetings are held to give all employees the opportunity to discuss their work. Two-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a

formal setting and have the conversations recorded. Care workers say they are very happy with the informal and formal support they receive.

### 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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