



Inspection Report on

Powys County Council

**Powys County Council
County Hall
Llandrindod Wells
LD1 5LG**

Date Inspection Completed

23/05/2024

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About Powys County Council

Type of care provided	Domiciliary Support Service
Registered Provider	Powys County Council Adults and Children's Services
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	16.01.2023
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

People across all services receive consistent care and support from teams of care staff who are well led by their managers. There is a positive culture embedded throughout the services meaning managers and care staff feel valued and well supported. People have a voice, feel included, involved, and happy with the service they receive.

Partnership working makes sure care and support is designed with the involvement from people and tailored to their personal outcomes. High quality, effective support from the management teams mean care staff are well trained and motivated to provide the best service they can.

There are very clear, effective arrangements in place for the oversight of the service. This includes a stable, experienced management team to oversee and monitor all services. The responsible individual (RI) has embedded a culture of openness and honesty about what they can provide. This ensures the best possible outcomes for people. The quality of the service is regularly reviewed with the views of people using and working at the service considered.

Well-being

People have choice and control over how they want their support needs met. They are involved in developing and reviewing their personal plans. Support is available with decision making for those who need it. This can be from care workers, family members or advocacy services. Encouragement to work towards personal goals is given by a dedicated, professional care staff team who have excellent knowledge and understanding of individual need, preferences, and aspirations. The RI is very motivated to continually improve services and outcomes for people. They provide opportunities for feedback including arranging meetings with individuals. Information about what the service can deliver is available in suitable formats. Documentation can be made available in Welsh and English.

People tell us the care and support they receive helps to keep them as healthy as possible and improve their well-being. Personal plans are detailed, care staff follow these, so they know what support is needed. Records show support is given to access health services in a timely way. Discussion with people show they value the relationship they have with care staff. They are described as professional and exceptional. Interactions we saw were personable and fun. The service is reliable helping people to feel reassured and safe.

The provider has systems in place to keep people as safe as possible. Care staff are aware of their responsibilities and who to report to if they are concerned about an individual's well-being. Opportunities for training includes safeguarding and policies are in place to guide their practice. Recruitment practices and detailed personal plans help to promote safety.

People who need it, have support to manage their tenancies. They choose what they want in their home and have support to make sure they remain safe.

Care and Support

People speak very highly of the care and support they receive from all of Powys County Council's Domiciliary Support Services. The highly effective services support individuals to reach their goals whether that be moving to live independently, regaining their full potential following illness or injury, or providing the right support for people to remain in their own home. Comments include "*excellent service, improves independence and confidence,*" "*very responsive service,*" "*amazing, wonderful service*" and "*the service is a blessing.*" Care staff are motivated and committed to doing the best they can to provide the right support. The positive culture within the service is reflected in our discussion with people and their representatives who tell us they know in advance who is coming in to support them and care staff always turn up on time. Improvements have been made to the electronic roster system meaning people no longer experience missed calls. We were told this consistent, reliable service helps them to feel safe and reassured. Care staff are described as professional yet good humoured. Comments include "*excellent attitude,*" "*cannot fault the staff,*" "*brilliant*" and "*they are all wonderful.*"

The provider promotes a person-centred approach making sure care and support is designed through involvement with people and tailored to meet their individual need and preferences. People we spoke with across all the services tell us they are always asked how they want their care and support delivered. Their personal wishes, preferences and aspirations are considered at every stage from assessment of their care and support needs to regular reviews to make sure their personal plans continue to help them achieve their goals. Documentation seen is of a high standard, detailed with clear information for care staff to follow. Risk management plans are in place to promote positive risk taking.

People are supported to remain as healthy as possible. Care staff have very good knowledge of individual health needs and how they want to be supported. Documentation is detailed and training is provided and reviewed to reflect changes in care needs. This means, as far as possible, care and support will remain consistent. Medical support is sought quickly where needed. Systems are in place to make sure medication is given as prescribed. Care workers receive training and their competency to continue to administer medication safely is regularly assessed. Audits of records take place to make sure any errors can be quickly identified and addressed. The medication policy has been reviewed in partnership with health colleagues and is awaiting approval before making it accessible to staff.

Leadership and Management

The provider has ensured there are excellent systems in place for the oversight of the service to drive improvement. The RI has created a highly effective culture in which individuals and staff teams feel valued and supported. Records show the RI regularly visits people and care staff across all services. Their views are always considered. This was confirmed in our conversations during the inspection. Systems are in place to ensure each staff team carries out regular audits of the service which help to inform the six-monthly quality of care review of all service areas.

People receive care and support from a staff team who are well led and receive regular support to continually develop their skills and promote their career progression. Records show care staff across the services have one to one meetings with their line managers and an annual appraisal of their work. They tell us their work life balance is good. The managers spoken with are very knowledgeable and supportive of their staff teams. Comments include they are “*brilliant,*” “*amazing*” and “*I am lucky to have a great team of carers who care.*” They in turn spoke highly of the consistent support given to them by managers within the organisation. The RI is proactive in keeping up to date with developments in the care sector by attending forums and other events to enable them to provide comprehensive support to the teams. Managers tell us the RI is always approachable and provides them with information they need. We observed very good relationships between the management team and RI which were friendly, yet very professional. It is clear the comprehensive support given to managers and care staff helps to create a culture in which all the services continually strive to provide high quality outcomes for people.

People have care provided by a staff team who are appropriately supported and receive training relevant to their role. Records show and staff confirm they have opportunities to develop their knowledge and skills through a regular training programme. Recruitment processes in place mean people do not start work until all their required checks are in place. The induction programme and observation of practice means they are supported and feel confident before providing care and support on their own. There are care staff vacancies across the services, however, the provider is proactive in looking at ways to continually improve recruitment throughout the sector. They work collaboratively with other organisations to promote the care profession. Existing staff participate in developing videos which are used by other organisations in the care sector to share with schools in Powys. This is helping to raise the profile of the care sector for younger people with a view to drive improvement in recruitment across the sector.

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
21	There are failures in the electronic roster system meaning some people are not getting their allocated care calls.	Achieved

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