



Inspection Report on

Carmarthenshire

**Mencap Cymru
Ty Menter
Navigation Park
Mountain Ash
CF45 4SN**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

22/04/2024

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About Carmarthenshire

Type of care provided	Domiciliary Support Service
Registered Provider	Royal Mencap Society
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	14/11/2022
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

Royal Mencap Society provides care and support to people residing in four supported living schemes in Carmarthenshire.

The service is delivered by a team of dedicated managers and care workers who are based at the supported living schemes. The care, support and wellbeing of the people are at the heart of all those working in the service. Care workers are very knowledgeable, well supported and highly trained to enable them to carry out their roles. People and their representatives speak very positively about the care workers and the support they or their loved one receives.

The values of the organisation are very important to those who work in the service and underpin the high quality of the service provided. The senior management team including the Responsible Individual (RI) have excellent oversight of the service.

Well-being

People are protected from harm and abuse. Relatives told us they feel their loved one is safe receiving the care and support where they live. Concerns are listened to and acted upon. The values of the organisation underpin and support managers and staff in delivering a high quality service. There are robust staff recruitment measures in place along with a high quality induction. Staff receive regular supervision and guidance to support them in their roles. There are policies, procedures and guidance in place to support staff which are regularly reviewed. Staff receive a range of training to assist them in their role and to better equip them to deliver the support individuals need. support the people they support. There is clear oversight of the service by senior managers and the RI.

People receive a service that actively supports and promotes their health and wellbeing. Care and support records and associated risk assessments are very detailed and are developed and reviewed with the individual and/or their representatives. Care workers have detailed knowledge of the people they support and an enthusiasm and passion for working in the service. External health professionals are actively involved in the health and well-being of people being supported by the service.

People are given a range of opportunities to develop and learn new skills. Individual care and support plans clearly reflect the person's needs, preferences and interests. People and relatives speak highly of the range of opportunities open to them or their loved one.

Care and Support

People are supported by care workers who are passionate about the people they support and are very knowledgeable and understanding of their individual needs. Observations conducted throughout the inspection show care workers interacting and supporting people in a kind and respectful manner. Staff use a range of verbal and non-verbal communication techniques according to people's individual needs. Care workers are very clear about their responsibility to protect people from harm and abuse and their responsibility in reporting concerns.

People and their relatives speak very highly of the care and support they receive including "they [staff] are very kind and funny", "*the nature of the care afforded to my daughter is exemplary at all times. Both managers and carers are thoroughly professional and highly skilled in their work. Always sensitive to my daughter's needs and wants, they enable her to live as fully an independent life as possible*" and "*I am more than happy with the care from the staff and how well they look after my relative*".

Care and support plans and associated risk assessments are of a high quality, very detailed, person centred and give a great sense of the person. People, their relatives and health professionals are actively involved in the development and reviews of care and support plans. People's individual needs are well known and understood by care workers and they are well able to respond to people's health conditions through their knowledge and the training they receive. The service works proactively with health professionals and services to ensure people stay as healthy as possible. A hospital admission file has been produced to support nursing and medical staff have a better understanding of the person and their specific care and support needs when they have to be admitted into hospital. A manager told us about the good contact she has developed with Learning Disability liaison nurses in the hospitals to ensure when one of the people from her service has to go to hospital their needs are met.

People's individual interests, preferences and choices are understood and promoted by managers and the staff. People have their own or have access to transport and go on holidays and trips to places they like. Activities are devised and structured around the person so they are meaningful to them. We saw one person who was delighted with their new car which had recently been delivered and was looking forward to being taken out for a trip in it later that day. The person told us "*I love my new car it looks beautiful*".

Leadership and Management

People are supported by managers and staff who feel greatly appreciated by the organisation. Managers and staff told us *“I love working for Mencap because of their values, the inductions and training and all the policies, procedures and guidance to support me in my role”, “I really rate it here, the managers and the organisation listen to you”, “[manager] is fabulous!, very calming voice, if there are any concerns I know I can speak to him, he is very supportive and he gets things done” and “Mencap are a good company to work for. They have great values”*

Care workers speak passionately about the work they do. They told us *“I love working here, it is very rewarding and seeing the achievements of the people we support is magical”, “I have no concerns, I am really happy working here” and “working with [X] is so rewarding. His achievements are great, and his confidence has really grown and he’s doing really well”*.

There are strong governance arrangements in place. The RI has clear oversight of the services and visits regularly. CIW have received copies of Regulation 73 visit reports and Quality of Care Review reports which demonstrate this. People and staff confirm the RI visits the service and talks to them during this time. There are a range of audits undertaken to inform and drive the delivery of the service.

Care workers undergo a thorough recruitment process. The staff records we looked at demonstrate the appropriate checks and clearances are sought prior to commencing employment. Staff receive a high quality three month induction; this was verified by a care worker who had recently started employment with the organisation and from employee records we read. Staff also receive regular supervision an annual appraisal and a range of mandatory and specialist training to support them in their roles.

There are a range of policies, procedures and guidance readily available for staff to refer to. These are regularly reviewed and updated. The Statement of Purpose accurately reflects the services being provided and CIW are kept updated of incidents through its on-line notification process.

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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