



Inspection Report on

Blaenau Gwent

**Ty Menter
Navigation Park Abercynon
Mountain Ash
CF45 4SN**

Date Inspection Completed

07/05/2024

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About Blaenau Gwent

| | |
|---|---|
| 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 | 07 March 2023 |
| 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 – Blaenau Gwent provides care and support to people within their own homes and local communities within the Blaenau Gwent area.

The service is led by a team of dedicated managers and a Responsible Individual (RI) who has excellent oversight of the service. The leadership team are committed to driving service development and positive outcomes for people using the service and promoting the rights and opportunities of people with a Learning Disability.

The values of the organisation are very important to those who work in the service and underpin the very high quality of the service provided. The care, support and well-being of the people are at the heart of all those working in the service. Care staff are skilled at supporting people to identify what matters most to them and to create a plan on how to achieve their goals.

Care workers are very knowledgeable, well supported and highly trained to enable them to carry out their roles. The service currently uses regular agency carers to ensure sufficient staffing levels are maintained while they are recruiting permanent care staff.

Well-being

The values of the organisation underpin and support both managers and care staff in the delivery of a high-quality service. People's rights are promoted in all areas of service provision and people are supported to be in control over their day to day lives. People are supported to have accessible information on the topics that matter to them. Care staff support people to use the information to increase their understanding and to make informed choices. Where people have difficulty in making decisions, every effort is made to support them to make the decision themselves or to have as much control and input into decisions as they are able.

The RI and management team actively seek meaningful opportunities for people to be involved in, such as Disability Activism and campaigning to bring about political and / or social change. The management team drive the implementation of rights-based support into service delivery.

People are supported to identify their personal outcomes and goal planning is embedded into daily practice which has resulted in people achieving excellent outcomes.

Care staff promote people's health and well-being through enabling positive lifestyle choices. Care staff support people to attend appointments with health professionals when needed. If there is a need for emotional or behavioural support for these appointments, this is well planned and implemented to a very high standard.

People are given a range of opportunities to develop and learn new skills or to regain skills following illness. People are supported to maintain the relationships which are important to them and to take part in local and community activities.

People are supported to live in accommodation which they like and meets their needs. Where needed, or preferred, people are supported to move home, maintain their tenancy and home safety.

If needed, people are supported to manage their own money and to buy their own things. When we visited people were getting ready to go food shopping for the 'big shop' and they told us about the clothes they had bought for their upcoming holiday.

Care and Support

People are provided with care and support by care staff who know them well and who are passionate about supporting them to live fulfilled lives. People's individual interests, preferences and choices are understood and promoted by both managers and care staff. When agency staff are used, they are introduced to people they are supporting and shadow permanent staff prior to directly working with the person.

People are supported to be safe and care workers are very clear about their responsibility to protect people from harm and abuse. Care staff support people in their understanding of risk and danger and promotes independent decision making and positive risk taking. The service enables people to maintain the relationships which are important to them. This includes friendships and with family members. People spoke highly of the care staff, and we saw friendly and respectful interactions between people and the care staff.

People are supported to think about what matters to them and what outcomes they want to achieve. Records show people are supported to plan and achieve their personal outcomes regularly. We also saw how people's lives had improved as a result of achieving their outcomes.

Care and support plans and associated risk assessments are of a high quality, very detailed, person centred and give a great real? sense of the person. People, their relatives and health and social care professionals are actively involved in the development and reviews of care and support plans. People's individual needs and how they communicate these are known, recorded and understood by care workers. As a result, care workers are able to respond promptly to changes? in people's health conditions. The service works proactively with health professionals and services to ensure people stay as well and healthy as possible. This includes supporting people to access an annual health check and to take their medication as prescribed.

People have the opportunity to take part in conferences and forums to share their experience of living with a Learning Disability and of receiving care and support services. Care staff work with people to prepare for these events and to attend if this is needed. People are supported to understand their rights and to challenge when these are not being promoted or respected.

Leadership and Management

There are strong processes in place to monitor the quality of the service and people benefit from the leadership and management in place. The manager has excellent oversight of the service and is very knowledgeable about the people, what matters to them and their support needs. The RI seeks the views of people using the service and they use this information to develop to improve the service. The RI also uses this information to drive change throughout the care sector, including ministerial campaigns to promote the rights of people with a Learning Disability.

People are supported by care staff who have been recruited safely. The care staff files we looked at showed appropriate checks and clearances are sought prior to commencing employment. Staff receive a high-quality three-month induction and complete a range of mandatory and specialist training to support them in their roles. Support staff can contact the management team as needed and staff supervision takes place regularly. Care staff also have an annual appraisals to support them in their development. The manager supports care staff in a personal and holistic manner. Reasonable working adjustments are made to enable care staff to work at their best. The manager also takes a 'hands on' approach and models best practice with new and developing staff. The service maintains appropriate staffing through the use of regular agency care workers while they are recruiting for permanent care staff.

The service celebrates the achievements of care staff and recognises when they have gone over and above for the benefit of the people they support. We saw the 'You Rock' scheme where the care staff recognised received a gift voucher. Care staff spoke positively about their roles and they told us *"I love it"*.

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 notified of incidents as is required

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 |
|------------|--|----------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
| 36 | Staff are not having 1:1 supervision with their manager / senior member of staff a minimum of quarterly. Staff annual appraisals have not been completed within the required time frame. | Achieved |

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