



Inspection Report on

Targeted Care and Enablement

**Ceredigion County Council
Unit 1 Aeron Valley Enterprise Park
Lampeter
SA48 8AG**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

04/10/2024

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About Targeted Care and Enablement

Type of care provided	Domiciliary Support Service
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	20 October 2022
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

The service offers people a short period of targeted support that focuses on them regaining their independence. People and their representatives value the service and the excellent care and support they receive.

Highly skilled and experienced support workers follow a reablement ethos that helps people to regain their independence. Highly effective electronic personal plans focus on people's goals and are developed with the individual and any associated professionals. A support worker told us, *"I enjoy the ability to make a difference for service users and families, assisting them to re-gain independence"*.

The provider has excellent oversight of the service and uses a variety of data, information from audits and feedback from people involved, to constantly improve the quality of the service. The management team are accessible and offer effective advice to support workers, one said, *"They listen, give excellent guidance and are fully committed to the ethos of the team"*.

Well-being

People are fully involved in decisions about the personalised service they receive. Personal plans focus on what people want to achieve and what support is needed to help them reach their goals. People get the right care and support to remain as healthy as possible because the service works collaboratively with health and social care professionals. A support worker told us, *“I visited service users in the community, shadowed social workers Occupational health and Physio teams so I had an understanding of their roles within the teams structure which was very beneficial”*. Electronic personal plans focus on goals and the steps required to achieve them. The excellent communication at the service helps everyone involved to focus on these outcomes.

This is a service that lasts for up to six weeks and focuses on supporting people to regain as much of their independence as possible. People’s health and well-being is at the heart of the service because support workers focus on what people can do for themselves and offer assistance only where needed. A support worker told us *“It is a pleasure to be able to work with a team that give their all for the person to regain their independence. It is rewarding to see people improve”*. People feel valued because the service provides an 'Active Offer' of the Welsh language. Many of the staff are Welsh speakers, which means people are able to communicate in Welsh or English as they choose. People are in control of their service; support workers enable them to regain skills safely and effectively.

Recruitment and training ensures people get the right care and support, from highly skilled and knowledgeable workers. People are protected from abuse and neglect because staff are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed and have full confidence in the managers.

People have a voice and input into the running of the service because the RI involves them in quality assurance. Governance processes are comprehensive and focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who use the service. The provider works creatively to meet people’s needs with a variety of innovative technology and equipment that promotes independence.

Care and Support

People are very positive about the care and support they receive. The service aims to support people to develop their skills and confidence to enable them to continue living independently in their own homes. People value the support they receive from an experienced and highly effective team of support workers. An individual who uses the service told us, *“They are very good, terrific, I’d say. They’re excellent”*. Representatives appreciate the impact the service has on people, one told us *“All I can say is, they give an excellent service, five stars. He loves to see them coming, I couldn’t ask for more, they are wonderful and like family members now”*.

There are excellent systems in place to develop personal plans. Information from external professionals initiates the planning process. Senior workers then meet with people and/or their representatives to discuss the service and set goals. Risk assessments help to maintain people’s safety, while promoting and encouraging their independence. Regular reviews with the person and associated professionals ensure the service continually strives to support people to achieve their health and well-being goals. A family member said, *“It’s very well organised and they all work well together; the enablement staff, Occupational Therapists, District Nurses and GPs”*. Electronic daily notes record the steps people take to work towards their goals with clear descriptions of achievements and any significant events. A support worker told us, *“Electronic plans are very good. We are always kept up to date and we can see what’s been happening and what we need to do”*.

The manager has created a ‘can do’ culture that focuses on encouraging people to do as much for themselves as possible. The team of highly experienced and knowledgeable support workers consistently help people to achieve their goals. Staff told us: *“I like helping people and it’s so satisfying when we help people build their confidence and regain their independence”* and *“The feeling you’ve made a difference to people’s lives/well-being, helped them to regain their independence or even put a smile on their face is worth all of the effort”*.

The provider has innovative approaches to the way it supports people. Personal plans have QR codes that give support workers quick access to best practice guidance on how to use equipment safely. Technology is being introduced to support and guide staff. The service maximises the use of equipment such as sock aids, long handle devices and various applicators to allow people to be as independent as they can be.

Leadership and Management

The provider has excellent arrangements in place for monitoring, reviewing and improving the quality of the service. The Responsible Individual's (RI) statutory quarterly visits are comprehensive, they sample documentation, involve people and/or their representatives and staff. The six-monthly Quality of Care Review is comprehensive, uses the results from internal quality auditing systems and feedback from people, staff and professionals. This information is used to highlight positive aspects of the service and any areas of quality they wish to improve.

The manager has created a culture that follows an enablement ethos and focuses on people being as independent as they can be. Support workers told us the manager is accessible and always ready to help them. People are very positive about the overall management of the service. We were told about the trust and confidence people have with the senior workers who introduce them to the service and` review progress. Support workers told us they appreciate the accessibility and leadership of the manager, one said, *"(Manager] is very supportive, I'm always able to discuss any issues/concerns I have, she's extremely approachable. Any suggestions I have are always listened to and explored"*.

Support workers receive regular supervision and annual appraisal. Regular team meetings, weekly newsletters and electronic systems all contribute to the effective communication and consistency at the service. A support worker told us, *"This team captures the true essence of what a team is and what it means to be part of a team, all supporting each other and working together to achieve the same goals. Long may it continue!"*. Policies and procedures are in place to support high quality practice and staff have a sound awareness around safeguarding.

The necessary pre-employment checks take place before new staff start work. Support workers receive a comprehensive induction and shadow experienced members of staff, that prepares them for their new role. Support workers receive a combination of online and face to face learning to successfully meet people's specific needs. The manager identifies appropriate courses that will positively impact people's health and well-being. A support worker told us, *"The training is good, and the refreshers keep you up to date on things like Moving and Handling"*. Support workers register with the workforce regulator Social Care Wales and gain further skills through professional qualifications.

The service allocates staff in specific areas within the county to maintain continuity of care and help people build relationships with their support workers and achieve their goals. An individual told us, *"The team was most supportive and encouraging at all times. Their demeanour and courtesy was impeccable and most welcome"*.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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