



Inspection Report on

Drive Cwm Taff

**Drive
Unit 8
Cefn Coed
Cardiff
CF15 7QQ**

Date Inspection Completed

18/04/2024

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About Drive Cwm Taff

Type of care provided	Domiciliary Support Service
Registered Provider	Drive
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	31st January 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

Drive provides care and support to people in their own homes throughout South Wales. This report covers the Cwm Taf region. The majority of people supported by Drive live in a supported living setting. However, people living with their families or on their own can also access home care targeted support.

People receive an excellent level of person-centred care and support. Personal plans are extremely detailed, setting out people's care and support needs as well as their likes, dislikes, and preferences. Risk assessments are produced using a strengths-based approach enabling people to experience positive risk taking whilst remaining safe. Personal plans are frequently reviewed to ensure they remain relevant. People are supported to be as independent as they can be with processes in place to monitor progress in activities and daily living skills. People with complex needs have access to a multi-disciplinary team of professionals who support the service to provide individually tailored packages of care and support.

Governance and quality assurance measures are very strong and help drive improvement within the service. People, their relatives, care staff and other professionals are regularly consulted on service provision. The Responsible Individual (RI) has good oversight and regularly meets with people and staff to gather their views. Care staff are happy working at the service and feel valued and supported by the management. Care staff receive relevant training and continuous learning, and development is promoted. The service works closely with other organisations to provide opportunities for the people it supports.

Well-being

People are supported to understand their rights. Information about the services provided are available within the statement of purpose and user guide. The information is presented in a range of formats including easy read. People using the supported living service have help to understand their tenancy agreements and have support plans enabling them to make informed decisions about their day to day lives. The service supports people to learn about their rights and encourages people to participate in groups which promote the voice of people with disabilities.

The service considers people's individual circumstances. Care and support is person centred. This means packages of care and support are individually tailored to people's specific needs. People and their representatives are involved in the care planning process to ensure people's preferences are captured. Personal plans highlight people's personal outcomes and detail the best ways of providing support. People are encouraged to engage in activities they enjoy and maintain relationships with family and friends. People's achievements are celebrated. Care staff are kind, considerate and enthusiastic providing support which helps people do what they want to do.

There are measures helping protect people from harm and abuse. Care staff are safely recruited and are trained to meet the needs of the people they support. Risks to people are assessed with management plans in place setting out strategies to keep people safe. There is a safeguarding policy and care staff are aware of the procedure for raising concerns if they need to do so. Other policies such as whistleblowing, medication, and infection control help to underpin safe practice.

People have access to health and social care professionals who provide support with their health and well-being. Any concerns are referred to the relevant professional for support and guidance. Health conditions such as epilepsy are monitored with specialist plans in place directing care staff on how to provide the best possible care and support. Effective processes are in place to manage people's medication and ensure they receive all prescribed medication safely.

Care and Support

All people receiving a service from Drive have a personal plan. Personal plans are produced to a very high standard containing information which is highly effective in helping to manage people's care and support needs. Personal plans clearly detail the level of care and support people require as well as information relating to people's likes, dislikes, and preferences. Risks are thoroughly assessed and managed with the benefits of taking risks being considered so people can experience positive risk taking. A multi-disciplinary team approach is used to produce specialist plans. For example, people who display behaviours that challenge have positive behaviour support (PBS) plans in place. These documents are devised to help care staff understand people's behaviour and ensure behaviours that challenge are managed in a safe proactive way. Other documents which have been expertly devised include communication passports which promote coherent communication between people and care staff.

People are supported to be as independent as they can be. People's participation in activities and daily living skills are closely monitored to show progress or deterioration. Personal outcomes are regularly reviewed with realistic targets set, to help people achieve their outcomes. We saw evidence people are supported to do the things they want to do. Activity planners show people have access to an extensive range of activities which are tailored to their specific needs. These include leisure pursuits, domestic tasks, volunteering, and supported employment opportunities. Drive works with other providers to facilitate opportunities for people who receive a service. 'Better Together' events organised by Drive bring together local providers so ideas can be shared. This innovative approach of working together aims to expand opportunities for people using services.

On the whole people are pleased with the service provided. People told us they have positive relationships with care staff, and they are happy with the care and support provided. One person told us, *"I get on with all of the staff here, they are all really nice"*. Another person said, *"The staff make me happy. They are good at listening to me"*. We also received excellent feedback from people's relatives. One said, *"The staff are brilliant, couldn't be better. 10/10"*.

The service supports people with their health needs. Care staff have access to detailed information about any medical conditions people may have. We saw documented evidence showing people are supported to attend routine appointments, and correspondence showing people have access to ongoing support from health and social care professionals. There are robust measures ensuring medication is safely administered. Care staff receive medication training and there is a policy aligned with best practice guidance. We examined medication administration records (MAR) and found they are filled in correctly. This suggesting people receive their medication as prescribed. Regular medication audits are completed to identify and action any issues.

Leadership and Management

Highly effective governance and quality assurance measures help the service to reflect and develop. People, their relatives and other professionals are consulted on the service provided. Performance reports we viewed showed a very high percentage of people and their representatives are happy with the service. Managers are supported by area managers who complete regular audits which consider things like safeguarding referrals, people's care documentation and health and safety. The RI regularly engages with people and staff to gather their views on service provision. Quality of care reviews are conducted every six months. The purpose of these reviews is to identify the services strengths and areas where improvements can be made. We looked at the latest quality of care reports and saw they are centred around supported people, clearly highlighting the services positive achievements as well as providing analysis around safeguarding matters, complaints, and concerns. Action plans with timescales are implemented to address any issues identified at quality-of-care reviews.

Care staff are supported in their roles and feel valued by the provider. Care staff spoke positively using words like "*approachable*", "*supportive*" and "*understanding*" to describe the management. We saw care staff receive regular supervision sessions with their manager where they discuss work related matters. Annual appraisals are held so care staff can reflect on their performance and set development goals. Regular staff forum meetings are held where representatives from different areas meet to share good practice and discuss operational matters. Care staff also have the opportunity to join focus groups which develop systems within the service. We saw this approach had recently been used to develop the personal plan which is currently being utilised by all supported people setting out their care and support needs. Care staff have access to support services which provide advice and support if they are facing difficulties with their mental, physical, or financial well-being.

Care staff are recruited safely and are supported to learn and develop. We saw the service performs all the required pre-employment checks before offering a potential employee a contract. All new employees must complete a structured induction where core training and shadowing opportunities are provided. Following this care staff work a probation period where their skills and work ethic is assessed by the management. An ongoing programme of training is provided where training to meet the specific needs of supported people is delivered. The service offers development opportunities for staff who want to progress and encourages the completion of recognised qualifications. All staff working at the service must register with Social Care Wales within six months of gaining employment. This is done to ensure care staff have the skills and qualifications needed for working in the care 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
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Date Published 17/05/2024