



## Inspection Report on

**Serendipity Care and Support Ltd**

**Serendipity**  
**42 New Road**  
**Porthcawl**  
**CF36 5DN**

## Date Inspection Completed

04/10/2024

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## About Serendipity Care and Support Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Serendipity Care and Support Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	24 <sup>th</sup> March 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 speak highly about the level of care and support they receive from the service. The service is provided within supported living accommodation or their individual homes in the community. People told us care staff are professional, friendly, and take their time to get to know people. They experience good continuity of care with a consistent team of care workers who know them well. People are involved in creating their personal plans and receive a person-centred service. They are consulted about their care during regular reviews. Care workers enjoy their work, they feel valued and are exceptionally well supported by management. Good quality training is provided, and continuous learning and development is facilitated and promoted. Care workers treat people with respect, and they are aware of their responsibility to protect people from harm. There are extremely effective measures in place by the Responsible Individual (RI) to consistently monitor the quality of the service provided.

## Well-being

People are treated with dignity and respect. Care workers support and motivate people to lead an independent lifestyle as far as possible. Their caring, sensitive approach helps people develop at their own pace, so they successfully achieve and maintain their goals. Care workers are highly trained which enables them to effectively meet the needs of the people they support and have positive relationships with them. Feedback from people and their representatives is very positive. Care workers are confident and passionate about their roles and enjoy working for the service.

There are systems in place helping to safeguard people from harm and abuse. This is because care workers know the action they must take if they suspect a person is at risk. They are confident the managers and RI would deal with any concerns appropriately to make sure people are safeguarded. Care workers receive safeguarding training and have knowledge of the procedure to report any concerns they have. There are current safeguarding and Whistleblowing policies in place.

Staff retention is good, with a number of staff working at the service for some time. The managers are skilled at recruiting workers with the right values which are a key feature of this service. Care workers bring a wealth of experience in a range of areas to make a positive contribution to people's care and support. Care workers know people well. They know what and who is important to them. This results in people having some excellent relationships with those who support them.

People have choice and control as far as practically possible. People or their advocates are fully involved in care planning and the review process. Their personal preferences are detailed in personal plans of care. This ensures people receive person-centred care and support. Care staff encourage people to be as independent as possible and support them to develop skills to further their independence. People have their own personal routines and engage in activities of their choice within the service and the community. The RI engages with people using the service and seeks their views as part of quality assurance processes.

## Care and Support

People benefit from a good standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. Personal plans contain practical information guiding care workers on the best ways of providing care and support. They also contain risk assessments which help mitigate risks to people's health and safety. Care workers complete daily recordings documenting care and support provided as well as other information such as people's emotional wellbeing. People are happy with the service they receive. They told us care workers follow the personal plan in place and their care needs are always met. People and their relatives told us *"They are excellent", "I couldn't do without them", "They are worth their weight in gold", "We are treated so well" and "I have no complaints at all"*. The feedback we received also confirmed care workers arrive on time, they provide the correct care and support, and they stay for the entire allocated time for the call. Professionals in contact with the service told us *"Staff go over and above for X", "I have found Serendipity Care and Support to be an utterly excellent service provider and I cannot speak highly enough of the staff that I have been in contact with" and "I am pleased with the support they have offered"*.

A good level of support is available for people with medication needs. Should someone require support with medication, a support plan and risk assessment is implemented setting out the details of the person's medication regime. We saw there is a medication policy which is aligned with best practice guidance. Care workers receive medication training and are subject to regular spot checks where their competency for administering medication is assessed. Routine medication audits are undertaken to ensure any discrepancies are identified and actioned.

The service aims to protect people from potential harm and abuse. A safeguarding policy is in place, which follows the Wales Safeguarding Procedures. Care workers understand the policy and have completed safeguarding training. They are aware of their responsibilities to report any concerns they may have regarding the people they support. Care workers confirm they feel able to raise any concerns with the RI and manager, and they are confident they would be listened to.

Infection prevention and control procedures are good. All care staff receive appropriate training on infection control. The service ensures that a good supply of personal protective equipment (PPE) is available to staff at all times.

## Leadership and Management

There is a strong, dedicated, and supportive management team with excellent governance arrangements in place to ensure a high-quality service is delivered. The service has strong values ensuring people get a high-quality service from a professional, caring team of staff. The RI is very accessible, supportive and participates in the daily running of the service. The managers are enthusiastic and have exceptional working relationship with care workers. Regular staff meetings take place, which supports good communication. A care worker told us *"This is the best care company I have worked for"*. We viewed a selection of the services policies and procedures and found they are kept under review and updated when necessary. Other written information we looked at included the statement of purpose and user guide. We found both documents accurately describe the service provided.

People are supported by a highly motivated, skilled and stable staff team who are very well trained. Robust recruitment checks are completed for staff and they receive an extensive induction. There is a wide variety of training to ensure staff carry out their roles and responsibilities effectively. Staff told us their opportunities for learning and development are very good. Care workers are encouraged to undertake leadership courses run by ILM (Institute of Leadership and Management). A care worker told us *"There is a brilliant culture here"*. Staff are recognised by employee of the quarter staff nominate their colleagues and the winner receives a voucher.

Care workers feel very well supported and valued. The management team discussed the various care staff incentive, benefits and reward schemes they offer to their care staff to ensure that care staff feel valued. Staff receive regular formal supervision in their roles and have opportunities to discuss any work-related concerns they may have. Staff say they feel valued and supported. They also told us that they are able to talk to management, who are all approachable. Staff we spoke with told us *"I love it"*, *"It's very rewarding"* and *"management are kind and supportive"*.

The service has a very strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers an excellent variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The service, together with staff and people using the service have recently updated their organisational values.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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