



## Inspection Report on

**Seren Support Services Ltd (Gwent)**

**The Maltings  
East Tyndall Street  
Cardiff  
CF24 5EA**

**Date Inspection Completed**

29/05/2024

**Welsh Government © Crown copyright 2024.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Seren Support Services Ltd (Gwent)

Type of care provided	Domiciliary Support Service
Registered Provider	Seren Support Services Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	21 July 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

Seren Support Services (Cardiff and Vale) provides care and support to people in their own home. Superb systems of support ensure care workers deliver person centred care to a high standard. Immaculate, detailed, personal plans help care workers understand people's care and support needs. Care workers often go above and beyond to do the little extra things that make a big difference, and are described as "*Wonderful*," "*Lovely*," and "*Kind*." The service is reliable and helps people to maintain their usual routines, supporting them to meet their desired goals. The service is successful in supporting people to access additional services and has excellent communication systems to keep relatives informed.

Highly organised management systems are in place with outstanding documents and records that are routinely audited. The provider carefully considers recruitment, has amazing processes in place for this, and superb, award-winning, support systems for staff, so that everyone working for the organisation feels valued. Training is provided to meet people's needs, including more specialist training when required.

Extremely effective governance arrangements are in place. The responsible individual (RI) embodies the ethos of the organisation, having the quality of care and support as their focus, leading by example. They are highly supportive of the management and wider team. They are visible and have access to an impressive electronic system to monitor the service and draw conclusions of how things can be developed. All regulatory requirements are met.

## Well-being

People understand what care and support opportunities are available to them. The 'statement of purpose' and 'service user guide' is provided at the beginning of service provision and contains detailed information about what to expect from the service. People can be confident the service is operating in accordance with these. Where required, documentation can be provided in different formats, including Welsh. A care coordinator involves people and their representatives in an assessment to confirm if the service can meet their needs. Clear detail about the person and how to support them is recorded in the 'service delivery plan,' which people have a copy of, and sign to show they agree with the information. Highly organised reviewing of care and support needs involves the person and/or their relatives. An innovative and exceptional system of monitoring is started when a person presents as needing some extra well-being checks. This is consistently provided in consultation with the person until they are feeling stronger. Communication with the person and their relatives is outstanding.

The service helps people to stay as healthy and active as possible. The personal plan outlines clearly what a person can do for themselves, so there is less risk of someone losing their independence and abilities. Care workers are knowledgeable, mindful and observant, helping people to remain healthy and active through their preferred activities. Care workers often go above and beyond to encourage people, with one person telling us that care workers are sometimes "*Firm with me,*" but also told us they needed this to help motivate them. The service involves health professionals to support the care provided when required and helps people to contact their doctor if needed. People receive the right support with the nutrition and medication, at the right time, if this is part of their package of care.

People do things that matter to them and are protected from abuse. People appreciate the consistency of care workers and regular routines which supports them to do things that are important to them. Most people's wish is to remain in their own home and be as independent as possible; the service is highly successful in supporting this. People appreciate the compassionate approach of care workers and tell us how much care workers know and understand them. One person told us "*They're a really good service, my lifeline,*" as their family lives far away. One person told us how the care workers know they have a favourite breakfast choice for certain mornings of the week. The provider helps to keep people safe from abuse as they have rigorous systems and policies in place. Care workers are fit to work with people in a vulnerable situation and receive very good training, including awareness on how to raise concerns. Risk assessments support all aspects of the service, and exceptional oversight considers the quality of care delivered. Where issues arise, the service takes action to safeguard people.

## Care and Support

The service ensures people are involved in saying how they would like to be supported. A senior member of the staff team meets with people before the service is to begin. People or their representative tell the service what is important, and how they would like their care and support delivered. This information is written clearly in the personal plan, with a focus on what the person can do for themselves, alongside some social and medical history. Care workers follow the detailed, personalised plans. People or their representatives sign to show the care and support plans are reviewed and any changes in need are recorded. People told us there is overall a good consistency of care workers and the service is reliable.

People's health care needs are monitored and supported. Personal plans have exceptional detail to alert care workers what to do, and what to look out for, with regards to a person's health. Care workers are vigilant and report any concerns they may have about a person's health needs. If required, care workers support people to contact a GP. When people need support with nutrition and fluid, there are good records to show this is provided. Some people have help with their medication. Records around this are good. We saw how one person has been listened to and supported to request a specialist piece of equipment to ensure safe support following a fall. Relatives of people using the service have instant access to a report about the care delivered so family members living away can see this.

Care workers go above and beyond to support people's mental health needs and well-being. People mostly have their service commissioned through the local authority who provide a plan of how to support a person. The service regularly goes above and beyond to help people feel the best they can, with exceptional care workers bringing joy to people through their warm, caring approach. One person told us the difference is made when their usual care worker returns from leave and gives them a "*Lovely hug*" and tells them "*I've missed you.*" They also tell us that their care workers are now "*More like family.*" Every effort is made to make people feel part of a community through a communication App used to share people's success stories and celebratory situations. We saw excellent support of people who have various health conditions and limited mobility. Though they may not have opportunities to leave their home, they are helped by care workers to maintain routines and live independently.

The service has exceptional systems to support people's changing needs. When people require additional monitoring of their physical or mental health, the service undertakes weekly well-being checks to monitor progress. Where additional support such as external health professionals or equipment is required, this is arranged. Continual monitoring and very good communication ensure the systems are successful.

## Leadership and Management

Excellent governance arrangements are in place. The provider has a responsible individual (RI) who has oversight of the service and quality of care delivered. They undertake their duties with extreme diligence, supported by other directors in the organisation. The RI fosters a culture of care and demonstrates compassion and support in their own role, leading by example. The wider management team tell us they are supported, acknowledging how the organisation has helped them develop in their career, and appreciate how “*Forward thinking*,” the organisation is, always striving “*To improve*.” Policies and procedures are detailed, available, and kept under review. Documents to inform people what to expect from the service are available in Welsh and the provider is looking at providing an ‘easy read’ version.

Exceptional systems are in place to support the smooth running of the service. A strong, experienced, and knowledgeable management team supports the wider care team. Electronic systems assist administrators in organising and monitoring of tasks. The use of these systems is impressive as they feed into weekly management meetings and the continual monitoring and improving of the service. Calls to people’s homes are always monitored and action taken if, for example, a care worker is delayed for any reason. The service is proactive in learning from incidents and takes every action to operate safely, protecting people from potential abuse and neglect.

The provider has outstanding recruitment and staff support systems. Personnel files contain information required, including evidence of checks to make sure care workers are fit to work in their role. Care workers benefit from a highly supportive induction programme, ongoing supervision meetings and welfare checks. The provider has won awards for the support of the workforce and is continuing to improve this with schemes to benefit the wellbeing of the whole staff team. The service makes every effort to retain care workers, and overall, people experience good continuity.

Care workers are trained and registered with the workforce regulator. All care workers are registered with Social Care Wales and are encouraged and supported to gain a qualification in care. The service has access to the organisation’s dedicated training which is highly organised. Care workers complete mandatory training, but also complete awareness training to meet the needs of people they support, such as awareness of Parkinson’s disease.

### 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. 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
73	The Responsible Individual is not consulting with staff members or people using the service as required. An assessment of the service against the statement of purpose is not taking place. The timescale that this is required is also not being fulfilled. We saw evidence of very brief analysis from one visit that does not fulfill the requirements of the regulation.	Achieved



### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 19/06/2024