



## Inspection Report on

**Human Support Group Limited - Pembrokeshire**

**Unit 1, 1st Floor Offices  
Llwyn Yr Eos  
Cross Hands Industrial Estate  
Llanelli  
SA14 6RB**

## **Date Inspection Completed**

17/09/2024

**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.gov.uk](mailto:psi@nationalarchives.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Human Support Group Limited - Pembrokeshire

Type of care provided	Domiciliary Support Service
Registered Provider	The Human Support Group Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	26 January 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 are happy with the care and support they receive from caring and respectful staff. Care staff have developed trusting working relationships with people due to the consistency and careful planning of staff rotas. Personal plans are detailed and care staff know what is expected of them at each visit. Plans are reviewed regularly and when care and support needs change to ensure they remain relevant.

Care staff feel appreciated and supported. New staff are safely recruited and undertake training and an induction to ensure they are equipped to undertake their role. The Responsible Individual (RI) has thorough oversight of the service and provides guidance and support to the manager. The RI speaks to people and staff to gain their views on the quality of care and service provided.

## Well-being

People receive care and support that promotes positive wellbeing outcomes. They are consulted and involved in the support they receive and how it is delivered. People's wishes and preferences are digitally recorded and care staff have easy access to this information on their devices. Care staff consistently work with the same individuals meaning they have got to know them and can anticipate how they want to be supported. Care staff promote people's dignity and are respectful when undertaking intimate personal care and over time build positive working relationships with individuals. One person said, "*I have two main carers who are second to none, marvellous*".

The service respects people's cultural preferences and provides an 'Active Offer' of the Welsh language. This means it anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service. A high percentage of care staff speak Welsh and efforts are made to ensure people can receive support in their chosen language. Documents are also available in Welsh if required.

People feel safe and respected by care staff and are encouraged to remain as independent as possible. Care staff support people to do things for themselves, promote their self-esteem and mental wellbeing. The importance of providing emotional support to family members is also recognised.

People are protected from harm and abuse and care staff receive training in the safeguarding of vulnerable adults. They are aware of their responsibilities and procedures to report any concerns and are confident that managers would act appropriately on any concerns raised. Risk assessments are undertaken to ensure the safety of people and care staff. Spot checks ensure care staff remain competent to provide good quality care.

## Care and Support

A digital system is used to create and manage personal care records and care staff use mobile phones to efficiently access and input onto the system. Care staff are guided by detailed Personal plans with additional information on specific health conditions of individuals to expand their knowledge and understanding of a person's condition. This can be easily accessed and referred to at any time. A summary of care and support needs ensures care staff have access to pertinent personal information and details of support required at each call. Personal plans are outcome focused and include people's wishes and preferences. People have access to their personal plan digitally or they can choose to have a paper copy. We found some paper copies had not been updated following a change and review of care and support needs. The manager agreed to address this. Regular reviews are undertaken.

People benefit from receiving care consistently from staff who have got to know them and built positive relationships. One relative said, "*He always has a big smile to welcome the carers, he gets on well with them*". A care worker told us, "*Care plans are good and they have a description of them and what they like etc but it's only when you start going out you get to know them*". Care staff notice changes in people's health care needs and presentation and will notify the manager to trigger an early review if additional support is required to optimise people's wellbeing. People and their families said care calls are usually undertaken at the same time each day and people told us they are informed if carers are running late. People and care staff told us they do not feel rushed and enough time is allocated to each call and for travel time. Records confirmed what people told us. Care workers record what support has been provided at each call and whilst some are very detailed others are very brief. The manager agreed to provide support and guidance to care staff to ensure more consistency in daily records and to provide an accurate account of the support that has been provided at each call.

## Leadership and Management

The Responsible Individual (RI) has good oversight of the service and their reports evidence that there are effective systems in place to review, assess and analyse the quality of care and support being provided. People's views are important and they are routinely consulted and invited to complete a 'Voice of the customer' questionnaire. Complaints are dealt with appropriately and according to the policy. There is clear planning to improve outcomes for people and to continually raise the standard of care and support provided. The RI visits regularly and is available to provide ongoing support to the manager and staff team. The manager is part of a wider managerial team who work closely together to provide support and guidance to each other.

Care staff told us they feel supported and enjoy their role. They can approach the RI, the manager and senior staff with any issues. A staff member told us, "*They are there if I need them to be, if it's a problem outside of work they are still there*". New staff receive an induction period and opportunities to shadow more experienced staff. Regular supervision is delivered providing an opportunity to reflect on their role and to identify areas of strength and any areas of further training and development. Most staff are up to date with their mandatory training and are registered or in the process of registering with Social Care Wales, the work force regulators. Staff who are not up to date with their training are supported to ensure they complete it as soon as they are able to. Appropriate checks and references are obtained prior to new staff commencing to ensure they are of suitable character and have the relevant qualifications and experience to undertake their role. Staff are encouraged and supported to progress in their role and have opportunities to develop their career within the service.

Managers recognise the work that care staff do and celebrate achievements and personal events such as birthdays in the staff newsletter. Staff are also shown appreciation with 'Employee of the month' and 'Extraordinary carer of the month' awards. Social events are also arranged for staff as well as 'Gratitude' meetings to provide positive feedback and foster a positive mindset.

We looked at key policies and found them to be up to date with the relevant information available to people and staff. The Statement of purpose clearly sets out the aims and objectives of the service and what people can expect when receiving care and support.

### 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	
--	------------	--



### **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** 30/10/2024