



Inspection Report on

Accomplish Supported Living - Swansea.

**11 James Street
Pontardawe
Swansea
SA8 4LR**

Date Inspection Completed

29/02/2024

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About Accomplish Supported Living - Swansea.

Type of care provided	Domiciliary Support Service
Registered Provider	Accomplish group ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	19 May 2022 & 20 May 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Accomplish Supported Living – Swansea provides a domiciliary support service in West Glamorgan. Its administrative office in Swansea is due to reopen in April 2024 after undergoing total renovation. The service has leaders and managers who are passionate about making a positive difference to people’s lives. They are taking action to address concerns raised by commissioners. The Responsible Individual (RI) supervises the management of the service closely and is committed to driving forward improvements. The RI and management team are approachable, supportive and well respected.

People experience a good standard of care and support. They have developed positive relationships with care workers, who support them with kindness and sensitivity. People are encouraged to express themselves and be as independent as possible. They have opportunities to follow their interests and try new things. People’s goals, needs and preferences are identified within detailed assessments and personal plans. Work is underway to further strengthen care documentation. Care workers are familiar with personal plans and understand what matters to people. The training programme has been enhanced to increase staff’s knowledge and skillset and improve the overall level of support people receive.

Well-being

People enjoy a good quality of life. Their individual needs are assessed before they receive support to ensure the service is suitable for them. Care workers have a good understanding of people's needs and keep detailed recordings of the support they provide. The staff training programme has been enhanced with some bespoke training. This has given care workers better insight into autism and improved their approach to care. People consistently receive their prescribed medicines and have input from the relevant professionals when they need it. A relative described the service as *"marvellous"* and *"nice and relaxed"*.

People's rights are promoted. Care workers know and are respectful of people's interests and preferred routines. They are working with professionals to improve communication strategies and empower people to express themselves and make everyday choices. People are encouraged to do as much for themselves as possible. The goals they want to achieve from their care and support are reflected within personal plans. Records are being revised to further support the planning and monitoring of goals.

People have positive interactions with care workers. They have an allocated key worker who reviews their activity and progress every month. Care workers treat people with dignity and respect. They give people emotional support and reassurance during difficult periods and help them maintain positive relationships with family and friends. People have opportunities to socialise and spend time doing things they enjoy both at home and in the community. They have the chance to explore new hobbies and interests as care workers support them to trial new activities.

People are protected from harm. They receive appropriate support from care workers who are suited to their caring roles. Risk assessments and personal plans identify the strategies for managing risks to people's health, safety and well-being. Care workers have a good understanding of these and know how to report concerns about people's welfare. Staff complete a range of mandatory and specialist training to ensure they practise in a safe, effective way. Accidents and incidents are dealt with appropriately and monitored by managers. The management team and RI are open and responsive to feedback. The service has effective auditing systems to highlight shortfalls in practice and help drive up standards. Policies and procedures are being reviewed and updated to ensure they align with domiciliary care practices.

Care and Support

Managers carry out assessments to determine whether the service can cater for people's needs and goals. These assessments consider people's strengths, medical and social backgrounds and risks to their safety and well-being. Managers also consider care and support plans provided by professionals, which they use to inform the development of personal plans. A relative found staff to be professional when arranging their loved one's care and support, describing the process as "*a joint effort*". Care workers are sensitive to people's needs, helping them adjust to new care arrangements whilst maintaining positive relationships with others. The service has a clear statement of purpose which outlines its aims and how these will be achieved.

Personal plans provide a detailed overview of who people are. The strategies for managing risks to people's safety and well-being are outlined within risk assessments and support plans. Care workers sign to confirm having read and understood these. The service is introducing new documentation that will provide a clearer picture of how people are progressing with their short- and long-term goals. Each person has a key worker who regularly reviews their progress and keeps their personal plans up to date. Managers also carry out audits which consider the detail and accuracy of personal plans. People respond positively when guided by care workers, who anticipate their needs well. Relatives have witnessed people showing affection for their care workers, which they find reassuring.

People have access to medical and specialist services to promote their health. Care workers support people to attend appointments and follow advice from professionals. For example, they use visual aids provided by the Speech and Language Therapy (SALT) team to help people communicate their needs and wishes. People's dietary needs and preferences are also accommodated. Care workers maintain clear records of people's contact with professionals and keep families updated. Records show that people consistently receive their prescribed medicines. There are specific protocols in place to support the use of 'as required' medicines. Care workers complete training and have their competency assessed before administering medication. Stock checks and audits are routinely carried out to help identify issues quickly. Managers also monitor accident and incident logs so any trends can be identified and acted upon.

People are supported to keep active and independent. Care workers encourage them to complete domestic and personal tasks. People spend time in the community socialising and doing things they enjoy, such as going to the gym, swimming, walking around the park and dancing at a social club. Care workers enjoy seeing people laugh and smile as they try new things and are planning day trips for the warmer months. They keep detailed recordings of people's daily activity and general well-being. Care workers are proud of people's achievements, which include building social connections and comforting routines.

Leadership and Management

The RI monitors the service effectively, carrying out thorough reviews every month as well as formal visits every three months. These involve setting and reviewing actions to improve the service. The RI and management team are also progressing an action plan to address concerns raised by commissioners. Staff told us the RI is *“Really supportive, knowledgeable and experienced – the best boss you could ask for”*. Some policies and procedures have not been kept under review and do not fully reflect domiciliary care arrangements. This is being addressed through panel meetings that have been set up to discuss and agree policy changes. The service’s office is undergoing total redevelopment. Arrangements have been made to store records securely and hold meetings in private locations whilst work is ongoing.

The service recruits and trains staff appropriately. The staff team has expanded to meet the demands of the service. Managers adjust the number and skill mix of staff as needed. The service does not currently cater for people’s Welsh language needs, although the RI hopes to recruit Welsh speaking staff to support this. Staff are vetted by the Disclosure and Barring Service (DBS) prior to employment and every three years thereafter. Staff feel well prepared for their roles, as they familiarise themselves with people’s risk assessments and personal plans during their induction. They complete a range of mandatory and specialist training relevant to people’s needs. The service is rolling out an in-depth ‘autism pathways’ training programme to help identify the best support strategies for people and improve the quality of personal plans. Staff told us the training has given them better insight into autism and increased their confidence when supporting people. Staff are required to register with Social Care Wales and complete care qualifications to support their development. They are familiar with safeguarding procedures and know where to find contact details for the Local Authority safeguarding team.

Staff feel valued and supported. Some are enjoying new challenges after taking up promotional opportunities. New staff have received a warm welcome and been given time to learn from others. Care workers receive monthly supervision during their probation period, in line with company policy. After successfully completing their probation, they receive formal supervision every two-to-three months. Probationary reviews consider the personal well-being of staff, along with feedback from peers and the people they support. Staff have opportunities to attend regular meetings either in person or remotely. All staff are required to read the minutes from meetings and discuss any queries with managers. Staff told us they feel comfortable speaking out and sharing their views and suggestions, which managers are open to. They described the management team as *“awesome – very helpful”* and *“very, very supportive”*.

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
73	The service provider has failed to carry out formal visits to the service and meet with staff and individuals using the service. These visits must be documented and carried out at least every three months.	Achieved

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