



Inspection Report on

Targeted Care and Enablement

**Ceredigion County Council
Unit 1 Aeron Valley Enterprise Park
Lampeter
SA48 8AG**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20/10/2022

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About Targeted Care and Enablement

Type of care provided	Domiciliary Support Service
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	18 February 2020
Does this service provide the Welsh Language active offer?	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

The service offers people a short and targeted period of support (usually up to six weeks) to enable them to regain as much of their independence as possible. People are very satisfied with the service and we were told *"It's a fantastic service, I'm as happy as Larry and they've helped me to build my strength up"*. Representatives value the support and encouragement from the staff and a family member told us *"It's a great service, the carers encourage him to do his exercises"*.

Experienced support workers are guided by detailed plans that are created with the individual and focus on the goals they want to achieve while in the service. One told us *"Working for the service is fulfilling, no two calls are the same, its varied and makes a difference to peoples' lives which makes it very rewarding"*. The managers of the service are accessible and well respected by all involved. A support worker said *"I feel that I am part of a very good team and the support is from the top down"*.

Well-being

People receive person centered support and are involved in all decisions about the service they receive. Detailed information about individual goals people have while using the service is recorded in personal plans. Senior staff work closely with health and social care professionals to help people remain as independent and as healthy as possible. A support worker told us *“We have a good network of people we can contact if needed; from, GP, district nurses, occupational therapists and physiotherapists”*. People and/or their representatives regularly contribute to decisions that affect them. Senior workers maintain detailed personal plans that focus on setting and achieving goals and communicate effectively with all involved.

The service lasts for up to six weeks and supports people to regain as much of their independence as possible. People’s health and well-being are constantly being promoted by the service because support workers focus on what people can do and support only where needed. A support worker told us *“I enjoy helping people when they need it and improving their wellbeing and health”*. People feel valued because the service provides an 'Active Offer' of the Welsh language. Many of the staff are Welsh speakers, which means people are able to communicate in Welsh or English as they choose. People are empowered to remain in control of their support by staff who enable them to regain skills effectively and safely.

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable workers. Care workers protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and/or their representatives know how to make a complaint if needed and have full confidence in the managers.

People have a voice and input into the running of the service because the RI involves them in quality assurance. Governance processes are comprehensive and focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who use the service. The provider is also looking into creative ways of working to meet peoples needs, including the use of innovative assistive technology.

Care and Support

People are very happy with the care and support they receive, an individual told us *“The staff are brilliant, friendly courteous and they have a laugh with us”*. Staff support people in their own homes to regain their independence, this can be after a hospital admission or period of illness. A family member told us *“The girls (care workers) are good, they have got to know us well”*. The provider has personalised and accurate goal orientated plans for how it delivers support to individuals.

The manager considers a range of information from the person, their representatives, workers and external professionals. Risk assessments help to maintain people’s safety, while promoting and encouraging their independence. Senior workers regularly review plans with individuals, their representatives and professionals so they remain focused on achieving their outcomes. Daily notes are detailed and show the support people receive and include important feedback from the individual. Support workers follow an enablement ethos and assist people in-line with their specific individual goals. We saw very good evidence of health and social care professionals being involved throughout the planning and reviewing process.

Support workers are passionate and positive about their role and the impact they have on people. A worker told us *“I enjoy making a difference to people, seeing them regain their independence and no longer needing the service, it’s nice to see them being able to stay in their own homes and continue living the life that they choose”*.

The manager and RI told us about a team approach to maintaining the service during the pandemic. We were told the staff covered each other’s shifts when they had to isolate and kept the service going. Support workers are very grateful for the support they received throughout the pandemic.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices in line with Public Health Wales guidance. The service provides accessible and effective, advice to support workers. Each individual plan has video links to current moving and handling practice relevant to that person and can be accessed whenever needed.

Leadership and Management

The provider has good arrangements in place for monitoring, reviewing and improving the quality of the service. The Responsible Individual's (RI) statutory quarterly visits are comprehensive and involve people and/or their representatives and staff. Information from internal quality assurance systems informs the action plan that focuses on improving the service. The six monthly Quality of Care Review is detailed and highlights positive outcomes as well as areas the service intends to improve.

There is an open and supportive culture at the service. The manager is accessible and well respected by the team. People have confidence in the way the service manages complaints and feel able to raise them if needed. A person told us *"I haven't had to complain but if I had to, I have the managers number and would be straight on the phone"*. Support workers are positive about the leadership and managers; one told us *"My line manager is there to support us in any way, especially through the COVID pandemic"*. All support workers confirm they receive regular, one-to-one supervision meetings and appraisals and can talk to the manager whenever they need to, records corroborated this. A support worker told us *"my manager is always at the end of the phone for support"*. Staff members have a good understanding around safeguarding. Policies and procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring Service (DBS) checks. Support workers receive mandatory, person specific and developmental training to meet people's needs and enable outcomes. The induction process is comprehensive and specific to the service. Ongoing training and development is available to workers in line with the varied and complex needs of the people they support. A support worker told us *"I am more knowledgeable after training and it helps me in supporting people back to being independent in their own home"*.

Adequate numbers of staff are available to meet people's needs. Dedicated workers ensure people get continuity of care and support to help build essential relationships. An individual told us *"I was anxious at the start of the service but they reassured me within the first couple of days and now, we feel like we have known them for years"*.

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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