



Inspection Report on

North Wales supported Living

**8 High Street
Llangefni
LL77 7LT**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

25 August 2023

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About North Wales supported Living

Type of care provided	Domiciliary Support Service
Registered Provider	Leonard Cheshire Disability
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was registered under the Registration and Inspection of Social Care (Wales) Act 2016
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 and their families are happy with the care provided by North Wales Supported Living. They are fully involved in the planning of their care and know they have a choice about who supports them and how they are supported. Staff are appointed to mainly work in one place, so people benefit from continuity of care. They know the staff who support them, so they feel safe and develop good, trusting, relationships.

Professionals are very happy with the service provided to people, some of whom have very complex needs. They describe the staff team as dedicated, committed and determined to help people reach their outcomes. They gave examples of how people have made excellent progress owing to the highly effective support. There are some Welsh speaking staff to support those whose first language is Welsh and people are supported to embrace their Welsh culture. The service provider looks for ways to make improvements and seeks the views of people, their families, professionals and staff.

Well-being

People have choice and control over their support. Their views are sought on what matters to them, what they want to achieve and how they prefer their support to be delivered. People said they do what they want and know they are safe. Where people share their home and receive support to live there, we saw easy read tenancy agreements, so they know they have rights and responsibilities. People are supported to deal with their finances as much as possible. They do their own shopping and contribute to housekeeping chores. People communicate in Welsh if they wish as they have Welsh speaking staff; smoking and drinking habits are supported within a risk framework. People are listened to. One person said they did not get along with one staff and they told the manager. That person does not work with them anymore.

People receive the right care and support when they need it. Support staff make sure people get medical and health guidance when it is needed. Appointments with GP's, opticians and dentists are some of the arrangements in place to maintain their health and wellbeing. People told us they feel well and happy and they are helped to do what makes them happy. Professionals from social work and health authorities told us how pleased they are with the effective work done by staff from the service. They praise the dedication and tenacity of the staff team in overcoming challenges and finding solutions. One said '*they will never give up in a crisis*' and '*they are never complacent, always looking at what else can be achieved*'.

People are protected from abuse as staff receive training on safeguarding and there are policies and procedures to guide them. They know when to raise concerns to management about people's well-being. Staff have opportunities to raise any issues in the frequently arranged one-to-one meetings with senior staff. Care and social activities are risk assessed to ensure people are always kept safe and well.

People are supported to maintain family and personal relationships. People told us of their visits to and from family members. One person has recently enjoyed a birthday party which their relative attended, another visits their mother frequently and keeps in touch with other relatives. People socialise when they go shopping and attend social clubs and day centres if they wish to. People we spoke with are all happy with the way they spend their time.

Care and Support

The service provider considers a range of views and information to build an accurate picture of the person, their needs and wishes. We saw district nurses, a community support officer and social workers contribute to plans, alongside the person themselves and their family. People told us how they are introduced to people they are considering sharing a house with. Their views are taken into account before making important decisions about who to live with. Professionals told us the staff are enthusiastic and committed; they work well as a team and make sure they have all the information and training they need to support people to achieve their outcomes. We spoke with people who said they know what their personal plan says about them, their history, and their health. People are involved in drawing up their plan.

Personal plans are kept up to date as they are reviewed every month and more formally every six months. We saw where changes had been identified, the relevant section of plans had been changed. Staff are informed of any changes during handover and are required to read updated plans. There are hospital packs in place so important information can be quickly accessed in case of an emergency. Staff work with specific people so they get to know them and their preferences very well. We spoke with people who could remember all the staff names and feel safe and secure in their company. One person said staff are '*polite and always willing to help*' and '*I can do my own thing*'. Another described them as '*kind to me and they look after my wheelchair*'. People feel well cared for and do what they want to do. One person whose first language is Welsh, has Welsh speaking staff to support them. Their Welsh culture is important to them and they are supported to visit Welsh song concerts, farm shows, gardening in their allotment and other things that matter to them.

Staff monitor the health and wellbeing of people they support and will arrange GP appointments, refer to social services when needs change or contact family when required. Professionals praise the dedication of staff to promote and progress people's independence. We were told of examples of effective support and the difference it has made to people's quality of life. Staff also told us of the work they have done and the rewards of seeing people achieve their outcomes.

Leadership and Management

The service provider has governance arrangements in place to help ensure the service runs smoothly. Quarterly visits carried out by the RI include visits to people's homes to seek their views. Processes are audited and practices are observed. Professionals told us how well the management team communicates with them, quickly identifying any concerns and working together to find best solutions. People using the service told us if they don't like something they say so and it is changed.

Quality of care reviews are completed every six months; information is analysed, and views are sought. Audits are completed to ensure records are up to date and policies and procedures are being adhered to. We saw quality of care review reports are objective and candid; they identify what is working well and improvements required and they monitor progress made with action plans. A series of reports show action plans are achieved so progress is ongoing. Where previous quality audits show improvements in supervisions, appraisals and training were needed, subsequent reports illustrate good progress. Surveys are sent to people using the service and their family to obtain feedback about what is working well and what needs to be done to improve the service.

People are supported by staff who are suitably fit and have the required knowledge and skills to help people achieve their personal outcomes. We saw there are recruitment procedures followed and staff are properly vetted. People or members of their family have a choice about the staff who are going to provide support for them. People are involved in the recruitment of staff, either by being on the recruitment panel or their views being sought after introductions. If people do not get along with their staff, they feel comfortable to raise this and know action will be taken. Staff are registered with Social Care Wales; this ensures anyone providing support to people are competent and qualified to do so. We saw training records which illustrate staff are trained in a range of subjects relevant to their role. Staff said they value and learn more from face-to-face training and the manager has listened and is arranging more of this.

Many staff have worked for the agency for several years. Staff describe management as *"approachable and supportive"* they said, *"management always enquire about staff wellbeing and check if they need more support"*. They said they *"never feel there is a wrong time to phone the manager"* and they are always helpful.

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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