



Inspection Report on

Sense Tonypandy Domiciliary Support Services

**Touchbase Cymru (wales)
Caerphilly Business Park
Van Road
Caerphilly
CF83 3ED**

Date Inspection Completed

07/07/2022

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About Sense Tonypandy Domiciliary Support Services

Type of care provided	Domiciliary Support Service
Registered Provider	SENSE, The National Deafblind and Rubella Association
Registered places	
Language of the service	English and British Sign Language
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Sense Tonypandy provides support to individuals with learning disabilities, autism, epilepsy and communication needs.

The Responsible Individual (RI) is Richard Kramer. There is a suitably qualified manager at the service. The management team is pro-active, visible and engaged in the day-to-day running of the service, and on the whole, good systems are in place to ensure the quality of the care and support provided.

People appeared relaxed and content with their support and told us that they enjoy the support they receive and like the care staff. Staff know the needs and preferences of people very well and are caring, respectful and skilled.

A person centred approach to care planning ensures people's outcomes are identified and met. Although the care plans are very detailed, the interval of reviewing them with the person is not as required.

Care staff are aware of safeguarding procedures and there are policies that aim to protect people from harm and abuse. Staff recruitment is safe and effective and sufficient staffing levels are in place. Staff do not receive supervision and appraisal within the required timescales. Care staff appear happy working at the service and are dedicated to their work.

Well-being

People have positive relationships with care staff who treat them with kindness and respect. People we spoke with said they are happy with the care and support they receive; they feel listened to and are able to speak to care staff if they have any concerns or issues. People who were unable to communicate with us appeared relaxed and content whilst being supported by care staff. The service has a consistent staff team, which supports people to maintain positive relationships. When use of agency staff is needed, the service strives to use the same workers to ensure consistency. Care staff appear confident and enthusiastic in their roles and know people's needs well.

Policies and procedures are in place in order to support positive practice. Recruitment measures ensure care staff have the right skills and approach to care. The service communicates with health and social care professionals to make sure people remain as healthy as possible.

The service supports people's rights and choices. People told us they are able to make choices about where and how they spend their day. People's individual needs define their personal plan and goals; care and support is adapted to suit them. The service asks people about their wishes, involves them in the planning of their care, and supports them to have meaningful outcomes. Staff are given the knowledge, support and time to be able to support and communicate with people effectively. People's needs, and risks to safety and well-being, are well documented.

Care and Support

People receive continuity of care from a stable care staff team. Care staff turnover is generally low and this promotes trust and familiarity. Care staff know the people they support well and are able to anticipate their needs and wants. There are consistent and appropriate staffing levels in place to meet the care and support needs of people living at the service. Care staff are supportive of each other and complimentary of the support the management team provide. Care staff told us:

'It's the best job I've ever had'

'Staff support is fab'

'Management is really good'

'We have a lovely team'

People experience warmth and kindness. We saw care staff treat people as individuals. People look relaxed and comfortable in the presence of care staff. Care staff communicate in a friendly, caring and respectful way and people respond positively.

The service helps to protect people from potential harm and abuse. Staff told us of the procedures they would follow. There are appropriate policies in place and staff told us they are aware of the whistleblowing procedure. They said they know how to report issues to management and are confident that the manager takes appropriate action. Incidents are appropriately reported to the local safeguarding team.

Care plans consider people's personal outcomes, as well as the practical care and support they require. Daily recordings are detailed and person centred. Communication passports are extremely informative and direct staff in how to communicate best with individuals they support. People have an accurate and up to date personal plan and risk assessments for how their care is to be delivered. We saw that information available to staff is detailed, up to date and reflects the current needs and preferences of the people. We saw evidence of some care reviews; however, these were not held quarterly as required by regulation. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Environment

A domiciliary care service inspection does not fully consider the environment. The service has secure space for record keeping and rooms available for private conversations and staff supervision.

Leadership and Management

The service ensures staff are fit to work with vulnerable people. Staff files indicate correct recruitment and contain the required information. Staff go through a comprehensive induction programme and have mandatory and specialised training. Additional online training is in place since the Covid-19 outbreak with further training and refresher courses planned. If a person has specific needs, their care staff will get additional relevant training. Staff are positive about their training, saying they feel competent and comfortable in their roles.

Care staff told us that they receive plenty of informal support and that the manager operates an 'open door' policy. Although we saw evidence of some staff supervision, this is not carried out regularly. We saw no evidence of staff annual appraisal. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Policies and procedures are in place, such as complaints, safeguarding and medication and these are reviewed regularly. Good governance, auditing and quality assurance arrangements ensure the service runs smoothly and delivers quality care. They also help the service to self-evaluate and identify where improvements are required. Administration is effective and audits are regular and extensive. The service has a culture of reflection and being pro-active. The RI takes an active role, has good oversight of the service and is up to date with regulatory requirements.

The service provides clear information to the public. A Statement of Purpose sets out the service's aims, values, and delivery of support. The service offers various formal and informal opportunities for people and their representatives to ask questions and give feedback. A written guide is available for people and their representatives, containing practical information about the services provided. We noted some information is out of date and the manager assured us that this would be reviewed and updated accordingly.

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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36	The service does not ensure staff receive appropriate supervision and appraisal.	New
16	The service provider does not review the personal plan as and when required or at least every three months.	New
	Not carrying out regulation 73 visits	Achieved

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