



Inspection Report on

Enhanced Community Residential Service

**Unit 14
Mold Business Park Wrexham Road
Mold
CH7 1XP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23/05/2022.

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About Enhanced Community Residential Service (ECRS).

Type of care provided	Domiciliary Support Service
Registered Provider	Betsi Cadwaladr University Health Board (BCUHB).
Registered places	16
Language of the service	English.
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify, or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

Enhanced Community Residential Service (ECRS) provides a domiciliary support service, including supported living arrangements in North Wales. People are supported and encouraged by care staff to be as independent (where deemed safe and practicable) as possible and participate in activities of their choice. They are supported to have control over their day-to day lives and their views are considered.

People's care and support needs are monitored and because of this, the care and support being delivered meets their needs and behaviours. People have access to health and social care services to promote their care and support needs. People's personal plans and risk assessments contain information on how to care and support them from their perspective. The environment is maintained, and peoples' bedrooms are personalised with their belongings. The leadership and management of the service is effective.

Well-being

People are supported to have control over their day-to-day life. They have choices and are listened to by care staff. Their wishes and feelings are acquired daily via conversations, observations of their behaviour by care staff. People have access to the statement of purpose and guide to the service. This provides information about the services they can expect to receive. Whenever possible, people are involved in their care planning, to support them to understand the care and support being provided. The service is not able to provide an 'Active Offer' of the Welsh language.

People have access to health and social care services. Care files contain information regarding people's overall health and social care needs. When required, they can access the service provider's health services to support them with their emotional and behavioural needs. People participate in activities to support a healthy lifestyle. They are provided with a choice of food options, which meets their preferences. Activities onsite and offsite provide opportunities for people to be active and be part of the community. Some people have a range of complex health and social care needs, learning disability and mental health which make them entirely reliant on care staff for all aspects of their care.

Policies and procedures relating to the wellbeing of people are aligned to local and national legislation and guidance. The safeguarding policy and its procedures are up to date and include the individual roles and responsibilities of care staff and others working at the service in identifying, receiving, and reporting allegations of abuse, neglect or improper treatment or suspected abuse.

People live in accommodation that is safe and supports them to achieve well-being outcomes. Their accommodation is clean, tidy and they have enough space to socialise or spend time on their own. Relevant health and safety checks are completed, and any repairs or works required to the accommodation is addressed promptly. The service provider has care staff and resources available to provide a service in line with the statement of purpose and to meet people's needs. People are familiar with the care staff and staffing arrangements provide consistency of care and support.

Care and Support

Personal plans contain information about people's care and support needs. They demonstrate people's health and social care needs are considered. Personal plans are outcome focused and highlight people's preferences, wishes and feelings in relation to their care needs, leisure interests, and how their independence is supported. Family visits are supported in line with people's care plan and risk assessments.

People have access to health and social care services for advice and support. They are registered with primary health and social care services and have access to the service providers' health services (BCUHB). Health records evidence care staff consult with health and social care professionals when people's health and social care needs fluctuate. We observed people to receive warm, calm, and reassuring care. Care staff have the needs of people at the forefront of their practice.

Staffing levels and support hours differ in each community project / accommodation depending on people's health and social care needs; however, 24-hour continuous care is provided in each of the seven projects. Care staff provide care and support in a way, which protects, promotes, and maintains people's safety and well-being. The service ensures it is responsive and proactive in identifying and mitigating risks, and in supporting managed risk-taking and independence where it has been determined, this is appropriate. Care staff listen to people and talk to them with courtesy and respect with their care and support being the focus of their practice.

The safeguarding policy and its procedures are up to date and follow local and national legislation and statute. Care staff told us they had attended safeguarding training and understand the process of reporting safeguarding concerns. There are mechanisms in place to safeguard people at ECRS. The Wales Safeguarding Procedures and the service's safeguarding policy is available for care staff to access to follow current advice and guidance. If required, the provider makes safeguarding referrals to local authorities' and submits notifications to Care Inspectorate Wales (CIW).

Environment

The ECRS manage seven community accommodations supporting sixteen people whose care packages are commissioned by BCUHB and several local authorities in North Wales. The seven accommodations attached to ECRS are as follows: Hafanedd, Y Maes, Tawelfan, Hafan Dawel, Thomas Court, Green Meadows, and Berwyn.

There are arrangements to ensure that any immediate repairs and works arising are reported and addressed in response to the level of urgency. This upholds the safety and well-being of people, care staff and visitors to the care home. The service provider has a maintenance team who oversee skilled maintenance work. Health and safety, fire safety, and environmental health checks are completed at the appropriate timeframe.

Access to each accommodation is secure and our identity was checked. A Covid-19 infection control policy is available to care staff and they have access to Personal Protective Equipment (PPE) and cleaning products. Confidential and sensitive information are stored securely.

Leadership and Management

The quality assurance process allows the service provider to monitor and identify any issues that need to be resolved. The responsible individual visits the service in person to monitor the performance of the service in relation to its statement of purpose and to inform the quality-of-care review.

The service provider ensures people are supported by appropriate numbers of care staff who have the knowledge, competence, skills, and qualifications to provide the levels of care and support required to enable them to achieve their personal outcomes.

Care staff receive supervision to support to them reflect on their practice and to ensure their professional competence is maintained. This includes feedback about their performance from people using the service. Supervision records include discussions about people, care staff's personal well-being, and individual practice. Care staff team meetings provide an opportunity to discuss people's progress and how best to support them to achieve their wellbeing outcomes.

People, their families and placing authorities are informed of the service provided through the statement of purpose. It provides information about the range of health and social care service and interventions people can expect to receive. The service provider maintains records, which are available to people and their representatives. They communicate and notify CIW and statutory agencies where there are safeguarding and significant events affecting people.

Enhanced staff recruitment checks are completed, mandatory and specialist training ensure care staff are equipped with the skills, expertise, and knowledge to perform their role safely and effectively.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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