



Inspection Report on

DSS - West Wales

**Caeronnen
Llangrannog
Llandysul
Ceredigion
SA44 6AH**

Date Inspection Completed

15/08/2022

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About DSS - West Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Achieve together Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards. 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

People are positive about the service they receive. A passionate team of support workers are guided by accurate and up-to-date person-centred plans. People are encouraged to take part in new and existing activities, such as swimming, meeting friends, shopping and going on holidays.

The Responsible Individual (RI) completes their Regulation 73 visits reports every quarter and involves people and staff at the service. The six-monthly Quality of Care review is up to date and would benefit from including feedback from people and support workers. The new manager of the service is greatly valued and respected by the staff team. We were told about the inclusive leadership style of the manager and how the person-centred culture they have created has impacted positively on the lives of people.

Well-being

People receive person centered support and are involved in decisions about the service they receive. Detailed information, including guidance from health and social care professionals is recorded in personal plans to help people remain as healthy as possible. People contribute to decisions that affect them. The manager maintains detailed plans that focus on things that matter.

People are supported by a consistent staff team, who they have built up positive relationships with. Support workers are passionate and focus on the well-being of individuals, one told us *"It's a happy place for the guys and us, its calm and the guys have flourished because they are supported properly"*. The service is working towards an 'Active Offer' of the Welsh language."

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. Induction and ongoing training is in line with the needs of people who use the service and ensures their individual circumstances are considered. People know how to raise concerns if needed and have full confidence in the manager.

People have a voice and input into the running of the service because the RI talks with them. The Quality of Care Review focuses on developing the service by using information from surveys and audits. This review will be improved by consultation with people and staff to obtain their feedback and suggestions.

Care and Support

People receive support from well trained and dedicated workers to live safely and as independently as possible. The provider has personalised, accurate and up-to-date plans for how it delivers support to individuals. The manager considers a range of information from the person, their representatives, support workers and external professionals. Risk assessments for regular daily activities maintain people's safety, while promoting their independence. New activities such as holidays, are planned and assessed as a team to ensure they are safe and enjoyable. Key workers regularly review, assess and update plans with individuals so they remain relevant. Clear daily notes record detailed information about what the person achieved in line with their goals. There is documented evidence of health and social care professionals being involved in personal plans.

People are supported to plan, buy ingredients and cook their own meals in line with their individual choices and health needs. Support workers are positive about their role and encourage people to remain as social and active as possible. Workers told us *“people do whatever activities they want to do, go for a walk, shopping, games, etc. it is up to them”* and *“the guys are so happy and relaxed and are able to do things they want to”*.

The service has been impacted in the same way as many in the sector during COVID-19 and with the current recruitment challenges. There are sufficient staff available to meet people's needs and regular agency staff are available when required.

The provider has an up-to-date Statement of Purpose and policies and procedures to manage the risk of infection. There are good hygiene practices in line with Public Health Wales guidance.

Environment

Leadership and Management

The service is led by a newly appointed and experienced manager who is passionate about the people and staff team. Support workers have confidence in the manager and one told us *“I have no concerns at all. All I can see is the positives now and how far the service has come since November”*. The manager has a clear vision for the service and is encouraging staff to buy into a more inclusive, person-centred culture. A support worker told us *“We are involved and key work for people; we have responsibilities and have been allowed to show our skills and progress”*.

The RI gathers information from people and staff to inform their statutory quarterly Regulation 73 visit reports. Workers confirm they and people now talk to the RI when they visit. The six-monthly Quality of Care Review uses information from surveys and internal quality assurance systems but needs to include feedback from people and staff.

The service manages complaints openly and concerns can be raised easily and people have confidence in the managers response. Medication is managed appropriately and advice is sought from health professionals when necessary. Regular support workers ensure people get continuity of care and support to help build important relationships.

Support workers confirm they receive constructive and regular documented supervision meetings with the manager. Procedures are in place to support good practice and staff have a sufficient understanding of key policies. Discussions with staff demonstrate a good understanding of their responsibilities around safeguarding.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Care workers receive induction training to meet people’s needs and enable outcomes.

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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Date Published 05/10/2022