



## Inspection Report on

**Adferiad Recovery West Wales Domiciliary Support Services**

**Unit B3  
Lakeside Technology Park  
Llansamlet  
Swansea  
SA7 9FE**

## **Date Inspection Completed**

17/10/2022

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# About Adferiad Recovery West Wales Domiciliary Support Services

Type of care provided	Domiciliary Support Service
Registered Provider	Adferiad Recovery
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under RISCA.
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

Adferiad Recovery West Wales Domiciliary Support Services supports people to maintain their independence. The staff team are enthusiastic and want to make a positive difference to people's lives. Care workers focus on each person's needs, to positively impact on their confidence and well-being. People and their relatives are enthusiastic about the support they receive and say care workers support them as they wish. Care workers feel well supported by the Responsible Individual (RI) and the wider management team and there are good communication channels throughout the service, with robust systems to monitor the quality of care provided.

## Well-being

People and their relatives are very happy with the support they receive from Adferiad Recovery West Wales Domiciliary Support Services. Care records and management plans reflect each person's support needs in detail, and care workers are aware of the importance of each person's well-being: they support each person as they wish and several people and relatives told us their care workers are kind and caring, respectful, and professional in their approaches every day. One relative said, *"They are marvellous, really amazing. They've done wonders in the short time we've been with them. Can't fault them at all."*

People say they feel safe with the care workers who support them. This is specifically because the care workers are familiar to them: one person told us this reassured them their *"needs are really understood because our care workers know us so well."* Each person's privacy and personal information is kept secure. People also say they know how to make a complaint and are confident senior staff members would listen to them if they did.

People and relatives say their care workers are rarely late and never rush them. One relative said, *"The office always phones if they are going to be late, and we understand it sometimes can't be helped."* Another person said, *"They stay for as long as we need every time, and always make sure all is done before they leave."* This means people can expect to receive the right support at the right time.

Adferiad Recovery West Wales Domiciliary Support Services offers the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. The provider has its own translation service, so bi-lingual documentation is available for anyone who prefers it. All employees are offered courses in basic, conversational Welsh. In addition, some staff members do speak Welsh.

Overall, there is an accurate and up-to-date plan for how care workers provide each person's support and to maintain their best possible outcomes. The provider considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining information from relatives and external healthcare professionals such as social workers, and all assessments relating to the person. From this, senior staff develop care records to describe people's support arrangements and any specific personal requirements. All care workers have access to this information, to ensure each person receives the right care at all times. To remain current, all care records are regularly reviewed, more frequently wherever support needs changed. People and their relatives are happy with the support they receive. One person said, "*Oh yes, it's excellent.*" Another person confirmed to us they are very involved in the decisions taken on their relative's behalf. One person told us, "*They are absolutely brilliant, one of the best companies around.*"

The provider has detailed policies and procedures to manage the risk of infection. Measures are in place to ensure people are kept safe from infection as far as possible. This includes the appropriate use of personal protective equipment by care workers. People and relatives confirmed there are good hygiene practices wherever support is given.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

## **Leadership and Management**

Overall, the service is committed to developing a culture which ensures the best possible outcomes are achieved for people. There are straightforward checking systems in place,

designed to monitor each person's well-being and the quality of support they receive every day. People and relatives say the RI and managers are very approachable: they consistently oversee all aspects of the service, issuing surveys for people and their families to feedback their opinions, meeting people, together with their relatives where preferred, to gauge feedback and checking all documentation remains current. All conversations we had with people and their relatives were extremely complimentary about the care workers who support them, and the senior staff team in the office. The RI identifies any actions needed to improve people's well-being in three-monthly visits and six-monthly quality of care reports.

Regular staff team meetings are held to give all employees the opportunity to discuss their work. Three-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded. Care workers say they are very happy with the informal and formal support they receive.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' Training records show all employees are up-to-date with their essential training: care workers confirmed to us they have all the training they need to support people as they should.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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