



Inspection Report on

Seren Ffestiniog Cyf

**Uned 1 & 2 Llwynygell
Blaenau Ffestiniog
LL41 3NE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

05/04/2024

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About Seren Ffestiniog Cyf

Type of care provided	Domiciliary Support Service
Registered Provider	Seren Ffestiniog Cyf
Registered places	0
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	18 May 2021
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

The service focuses on placing people at the centre of their care, promoting each person's independence, their health and well-being. People and their relatives highly praise their experiences of the service. Opportunities are facilitated for individuals to build upon their strengths and develop new skills, which improves their confidence and positively impacts upon their future aspirations. People are supported to access a wide range of social activities. This enhances people's happiness and enables people to be a part of their community.

Care workers enjoy their work, and they aim to provide the best care and support possible. Appropriate training is provided, and they receive consistent guidance and support from senior managers.

There are strong leadership arrangements in place to ensure the service provided is of a high quality. The manager has a clear understanding of each person's needs and has effective oversight over the care and support provided. The responsible individual (RI) undertakes regular monitoring visits to check the quality of the service delivered. The feedback gathered from people, and their relatives are used to shape the future development of the service. There are systems in place to continuously drive improvements in service provision.

Well-being

Care and support is provided in people's preferred language. The Welsh language is recognised and valued as an important part of people's identity and of the local community. Care workers, the manager and RI can converse with people in Welsh or English. This means people can share their views in the language they are most comfortable using. Care documents and policies are available bilingually. Care workers can also communicate with people using Makaton sign language and PECS (Picture Exchange Communication System).

People have control over their day to day lives. This is because people have choices available regarding how they want to spend their day. Efforts are made to find out what people's individual interests are and to find a variety of different activities to participate in. The manager oversees what opportunities are provided to people and they place an emphasis on continuing to find new experiences for people to try. People are regularly asked for their views about the service, which provides an opportunity to discuss any changes they would like to be made. They are encouraged to play an active part in making these improvements happen. Relatives feel listened to and highly praise the service provided. They told us *"Excellent, fantastic support"*, and *"It's a relief for me to know my (relative) gets the right support and care"*.

Physical health and emotional well-being are promoted. We saw several examples where people's health has significantly improved since receiving the service. Care workers are familiar with people's health conditions, as they are recorded within care documents, and assistance is provided with medication. Support to access professional advice is provided when needed. Records show people receive the right care and support at the right time. People have good relationships with others who use the service and with the care workers who support them. They told us; *"best support I've ever had"* and confirmed they can raise any issues they may have, and they are listened to.

People are encouraged to learn new skills and to develop to their full potential. Support is provided to enable people to do the things that matter to them and to increase their independence. Risk assessments are used to extend the opportunities available to each person. People told us their lives had improved significantly since receiving the service; *"got me out of my shell"*. This was in relation to the introduction of work experiences, paid employment, and their enhanced social networks. Care workers are committed to supporting people to have the best quality of life possible, they enjoy their work and are proud to work at the service.

Care and Support

People can be sure their care and support needs are known before they are offered a service. Care documentation is obtained from professionals, who already know the person, as part of the preadmission assessment process. Records show the manager also speaks with people about their expectations of the service and the outcomes they want to achieve. Where appropriate the manager also consult with people's relatives. This means the manager makes an informed decision before offering people a service. If people's needs increase beyond what the service can manage, the manager notifies the commissioners so alternative care provision can be arranged.

High quality care and support is provided which enables people to achieve their desired outcomes and to enrich their life experiences. Personal plans show people, and their representatives, are fully involved in all aspects of the care planning process. Risk assessments are used to facilitate positive risk taking, and where possible are also created with people's involvement. People told us their skills, confidence and independence has significantly increased. We saw people are benefiting from their work experiences, which are leading to further paid work opportunities. The activities co-ordinator is responsible for finding different social events and gatherings, within the community, which people can participate in, if they want to. Relatives describe the service as "*rhagorol*" ("*excellent*") and say care workers go above and beyond what they expect.

Arrangements are in place to promote people's physical and emotional health. Personal plans record people's medical conditions and how they are managed. Medication is administered as prescribed, and assistance is provided to attend medical appointments. People's weight is monitored and physical activities such as walking and swimming are encouraged. Records show there is regular contact with people's health and social care professionals to discuss any new needs. We saw professionals in contact with the service provide positive feedback about the care and support delivered.

People are protected from harm and abuse. There is a safeguarding policy available which is aligned with national safeguarding legislation and guidelines. Care workers receive relevant training and can confidently state how they must respond in relation to any safeguarding concerns they may have. The manager refers safeguarding matters appropriately to the local authority when required. The RI has good oversight over the safeguarding arrangements in place. The provider prioritises having a transparent culture in relation to all matters regarding the protection of people who use the service.

Leadership and Management

People can access written information regarding the service provided. There is an up-to-date statement of purpose available which informs people what they can expect from the service. The service user guide includes information regarding how people can raise a complaint if they need to. Relatives told us they feel able to speak with care workers and the manager to raise any issues they may have.

Robust systems are in place to oversee the smooth running of the service. This ensures high quality care and support are consistently provided. Regular audits and spot checks take place to test various aspects of the service. Documents show the RI regularly undertakes a critical analysis of care documentation with the intention of continually raising standards and ensuring people are always at the centre of their care. The RI consistently undertakes formal visits to settings where the service is delivered and consults with people and care workers. External professionals are utilised to undertake specific audits regarding all aspects of the service provided. Quality of care reviews take place twice a year which formally assesses people's satisfaction with the service they receive. They are used to continually develop and enhance the quality of the service provided. Forums have been introduced for people, and their relatives, to facilitate ideas for how the service can be further improved. Information gathered at these events and from RI visits form the basis for future development of the service.

Care workers are recruited safely, they receive appropriate training and excellent support. Records show pre-employment suitability checks are completed before new care workers come to work at the service. People are involved in the interviewing process and contribute to the discussions. New care workers complete an induction to the service and the Social Care Wales (SCW) induction programme. This, along with working shadow shifts and completing mandatory training, helps to prepare care workers for working at the service. Care workers told us they feel very valued, their work is regularly praised, and they receive "*brilliant*" support. One-to-one supervisions regularly take place and annual appraisals are completed. The manager told us they feel very supported by the RI, who they describe as "*amazing*".

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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