



Inspection Report on

Let Me Be Me Ltd.

**Ty Cyntaf
5 Caradog Court
Ferryside
SA17 5RR**

Date Inspection Completed

29/02/2024

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About Let Me Be Me Ltd.

Type of care provided	Domiciliary Support Service
Registered Provider	Let Me Be Me Ltd.
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18 October 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Let Me Be Me mainly provides specialised support to individuals with complex needs. People are extremely happy with the support they receive from care staff who are familiar to them and understand their needs. Continuity of staff provides stability and consistency of care to people.

A very small staff team work closely together and are very supportive of each other. The Responsible Individual (RI) is very much involved and appreciative of each member of staff. Care staff feel valued and supported by the manager and RI and are extremely dedicated to their role and those they support.

The RI has thorough oversight of the service and supports the manager daily. The RI undertakes regular audits and identifies areas of strength in addition to any areas that require attention, to ensure people continue to receive an extremely high standard of care and support.

Well-being

People's voices are heard and they have control over their daily lives. Individuals who are not able to communicate their wishes verbally are supported to do so in other highly effective ways. Pictures are used to provide everyday choices and as care staff know people well they are able to interpret body language, facial gestures and behaviours as a means of communicating their wishes and feelings. Care staff demonstrate dignity and respect and uniqueness is acknowledged and valued. People's rights are upheld and any decisions made on behalf of people are made lawfully, appropriately and in their best interests.

Innovative activities are person centred and led by people to ensure they do what matters to them. People are supported to achieve personal outcomes at their own pace and day to day activities are very flexible and accommodating to people's needs and wishes. Highly skilled care staff support people to set meaningful goals and each step regarded as an achievement, however small. A staff member told us, "*Small steps can take six months, but it's no less of an achievement*".

Effective arrangements are in place to keep people protected from harm and as safe as possible. Medication is administered safely and appropriately by care staff who are trained and experienced. People's individual complex medical needs are thoroughly understood by care staff who are able to anticipate any changes to ensure appropriate care and support is provided in a timely manner to promote their health and wellbeing. Medication is reviewed regularly and frequent audits are undertaken by the manager and RI ensuring good oversight and compliance.

There is a very strong and stable team of support workers at the service. As there have been no staff changes in the last six years the provider can be assured that they are trustworthy and remain of suitable character to undertake their role. Appropriate contingency plans are in place in the event of care staff being unable to work and they are happy to support each other. A staff member told us, "*We all get on really well and there is no problem covering or swapping shifts if we need to, we're all happy to do whatever we need to*".

Care and Support

Care provided is very person centred and delivered by a small team of care staff who know people well ensuring consistency and reliability. Care staff are long standing and have developed highly effective, trusting, working relationships with those they care for. They demonstrate an outstanding commitment to ensuring the best possible outcomes for individuals and are passionate about their role. One staff member told us, “*We provide the best possible chance for the best things can be*”.

Personal plans are extremely detailed and extensive and are created and reviewed with people and/or their representatives and the wider multi-disciplinary team of professionals, where appropriate. Care staff receive additional specialised training and have an extensive understanding of individual complex needs. People who are unable to communicate verbally are supported to express their views and make decisions as much as they are able through other means such as gestures, body language, pictures, symbols, and objects. Daily recordings are detailed and behaviours are noted and analysed daily by the RI. This assists care staff in understanding people’s needs and enables them to expertly anticipate support requirements and preferences.

People’s health and wellbeing is promoted. Skilled care staff have a thorough and exemplary understanding of people’s care and support needs and can immediately recognise any changes in needs. This ensures that any additional support from health and social care professionals can be sought and people get the help they need in a timely manner. Where people are unable to attend appointments due to their complex needs, they are supported to receive home visits to maintain their health and well-being. This can include home visits from dentists, opticians and podiatry.

People are as safe as possible. Timely reviews and risk assessments ensure personal plans remain highly effective and relevant. Medication is administered safely and audits are undertaken at each handover meaning any discrepancies will be captured immediately. Information is shared at handover meetings and a communication book ensures all staff are kept up to date. An infection prevention and control policy is in place and care staff have access to personal protective equipment to minimise the risk of infection.

Leadership and Management

A very loyal, well established team is led by a highly effective and supportive RI and manager. Care staff told us they feel very valued and one staff member told us, “*We are always thanked for what we do and we know how much we are valued*”. Staff members demonstrate a commitment and compassion to those they support which is highly appreciated by the RI. The staff team is encouraged to be creative in their approach to ensure individuals achieve the best possible outcomes.

There are robust recruitment systems in place however there have been no staff changes in several years. Staff receive regular mandatory and more specialised training depending on the needs of those they support. Staff told us they are benefitting from the reinstating of face to face training where possible in addition to the online training. One to one supervision is provided to staff on a quarterly basis providing an opportunity to discuss any areas of concern and identifying strengths. Team meetings are also held regularly to share information and ideas to improve outcomes for staff and individuals.

There is thorough and extensive governance of the service by the RI who works very closely with the manager and care staff daily. Highly effective monitoring and auditing ensure the service continues to provide the best possible outcomes for people. Quality of care review reports are produced on a six monthly basis and provide details of the RI consulting with people, their representatives and staff. Feedback is important to the RI and is responded to appropriately. Evidence of good practice is highlighted and there is a commitment to providing an exceptional, high-quality service.

We looked at several key policies and found these to be up to date and relevant. They are currently reviewed quarterly which is more often than what we would expect. The RI goes above and beyond to ensure that all documentation is correct and kept up to date in line with legislation.

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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