



## Inspection Report on

**South Wales Community Service - Cardiff and the Vale**

**Cardiff Autism Centre, Unit B3/b4  
Cook Court  
Pacific Business Park Pacific Road  
Cardiff  
CF24 5AB**

## **Date Inspection Completed**

10/11/2023

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## About South Wales Community Service - Cardiff and the Vale

Type of care provided	Domiciliary Support Service
Registered Provider	National Autistic Society
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	23 February 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

People are happy with the care they receive and speak highly of the care staff who support them. The service currently has a number of care staff vacancies and cannot always deliver peoples full care hours, but care staff recruitment is ongoing. Care documentation contains detailed, robust information that demonstrates how to meet people's needs correctly. Documents are reviewed regularly and kept up to date. Risk assessments are in place where required. Care staff enjoy working at the service and feel well supported by the manager. All staff receive supervision regularly. Care staff recruitment is safe and robust as pre-employment checks are completed correctly. There are policies and procedures in place for the running of the service and people understand how to complain if they are not happy with the service. The manager understands safeguarding processes and notifications are made to Care Inspectorate Wales appropriately. Quality assurance monitoring is completed regularly and the Responsible Individual (RI) engages with people using the service and care staff working at the service as part of monitoring visits. Care staff receive appropriate training and have the skills required to undertake their roles safely.

## Well-being

People are treated with dignity and respect. Care staff understand the needs of the people they care for and do so with kindness and patience. People speak highly of care staff and tell us that they are happy with the service they receive but add that they need more care than is currently being provided. Quality assurance monitoring takes place regularly and includes seeking the views of the people using the service. The RI completes monitoring visits as required and has good oversight of the service.

People are supported to have choice and control. People and/or their representatives are included in care planning processes and decide what care is required and when. Personal plans of care include people's views, goals and how they should be achieved. There are risk assessments and further information available where required. Care staff receive appropriate training that enables them to care for people correctly and care staff feel well supported and valued working at the service. The service currently has a shortage of care staff working at the service but is actively recruiting to fill the vacancies. People are given information about the service and have access to a robust complaints process. There have been no complaints to the service since the last inspection.

People are protected from abuse and harm. South Wales Community Service Cardiff and The Vale has a robust safeguarding policy in place and all care staff attend safeguarding of adults and children training. Referrals are made to the Local Authority safeguarding team when required and monitored closely by the RI. Notifications are made to Care Inspectorate Wales as required. Care staff recruitment is safe and robust. Pre-employment checks are completed prior to employment commencing and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

## Care and Support

People mostly get the right care at the right time. Care staff have built positive relationships with the people they support and provide care with kindness and respect. Care staff understand the needs of the people they care for and have the skills to meet people's needs correctly. Personal plans of care contain very detailed information about people, their care needs and how best to support them. There are risk assessments and additional information available when required. Personal plans are important documents as they guide care workers on how to care for people correctly. People we spoke with told us that they are happy with the care they receive but advised that the full assessed care hours aren't currently being received due to care staff shortages. The provider assured us that care staff recruitment is ongoing and they are working toward meeting people's full care hours as soon as possible.

People are supported to have autonomy over their lives. An assessment of care needs is completed before the service commences to ensure the provider can meet people's identified needs. People and/or their representatives are included in care planning processes to ensure their views and preferences as to how care is delivered are understood. Personal plans of care contain people's likes, dislikes, and desired outcomes. Care documents are reviewed regularly to ensure they remain accurate and up to date. People choose the times of their care delivery and what support is provided during the care calls. The service is able to support people with personal care needs, social needs and also provides respite where people have full time carers. All care packages are bespoke and built around individual needs. People told us that the care received is hugely beneficial to their lives but they do miss the unfulfilled care hours.

## Leadership and Management

People benefit from the leadership and management in place. South Wales Community Service Cardiff and The Vale benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales (SCW), the workforce regulator. There are policies and procedures to inform the running of the service and to guide care staff in what is expected of them. The RI completes monitoring visits to the service in line with regulatory requirements and produces reports to support the visits. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service and care staff working at the service. Quality assurance monitoring indicates that the provider is committed to providing a quality service and making improvements when required. People are given detailed information about the service which includes details of how to complain if they are not happy with the service they are receiving. There have been no complaints to the service or safeguarding concerns raised since the last inspection.

People are supported by care staff who are well trained and safely recruited. Care staff attend training appropriate to their roles and feel well equipped to do their jobs. Care staff like working at the service and feel well supported by the manager. Care staff receive formal supervision in line with regulatory requirements. Supervision is important as it provides opportunity to discuss any practice issues or needs in a formal setting that is recorded. We examined a selection of care staff personnel files and found that they all contained required information including identification checks and a full employment history. Pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

### 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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