



Inspection Report on

Perthyn (West Wales)

**Perthyn
Vivian Court
Llys Felin Newydd
Swansea
SA7 9FG**

Date Inspection Completed

24/10/2023

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About Perthyn (West Wales)

Type of care provided	Domiciliary Support Service
Registered Provider	Perthyn
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	23 May 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 receive effective person-centred support to live as independently as possible. People are supported by skilled and experienced staff, who they have built up positive and understanding relationships with. People are encouraged to be as fully involved in decisions about their care and support as possible.

There is a strong leadership team of regional, scheme and assistant managers, who are all accessible and valued by people who use and work at the service. The Responsible Individual (RI) has effective oversight of the service and completes reports with specific actions to improve quality, following their quarterly visits.

Well-being

People receive highly personalised care and support to live as independently as possible in their own homes. The managers involve people, their representatives, support workers and health and social care professionals to help people remain as healthy as possible. People are fully involved in developing and reviewing personal plans that focus on the important things that matter to each individual.

People take the lead in the decisions that affect their lives and are supported to work towards their own specific goals. Support workers know people well and time is taken to develop positive relationships. Staff consider each person's circumstances and actively support people in line with their needs and choices.

People are protected from harm because recruitment processes and training ensure they get the right support. Support workers receive a comprehensive induction and ongoing professional development and register with Social Care Wales. Staff know how to protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns.

People have a voice because the provider uses accessible systems to gather feedback from them about the service they receive. The RI involves individuals in quarterly Regulation 73 visits. Information from their visits is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

The service does not provide an active offer of the Welsh language but uses many creative and accessible methods of communicating with people who experience communication difficulties.

Care and Support

People receive individualised care and support to live in their own homes and maintain links with their local communities. An experienced team of staff know people well and spoke passionately about their role and the people they support. Support workers told us, *“It’s great fun working here, the people we support are wonderful, they make the job”* and *“the people we support are great and it’s so enjoyable working with them”*. The service is supported by a senior manager who ensures people access health appointments and their medication is regularly reviewed.

Support workers are guided by accurate and up to date electronic personal plans that focus on people’s outcomes. Staff get to know people well, understand their needs and encourage them to be as independent as possible. A worker told us *“We like to give people a chance to do new things and we do it at their pace”*. People enjoy doing different activities in their own homes and going ten-pin bowling, watching films in cinemas, going shopping, attending volunteer placements and are members of sports clubs.

People are fully involved in developing and reviewing their own personal plans that focus on what they want to achieve. Managers also involve individual’s representatives, support workers and external professionals to ensure information is worthwhile. Daily notes record the care and support undertaken with information from the perspective of the individual.

There are sufficient numbers of motivated and skilled workers available to meet people’s needs. Many of the support workers have known people for years and understand their circumstances and have built up positive relationships with them.

The provider has an up-to-date Statement of Purpose and Service User Guide that are available for people and their representatives. Key documentation, such as how to make a complaint and the provider’s three-year plan have been adapted into an accessible format. There are policies in place to guide staff and procedures to promote safe practice.

Leadership and Management

The provider has effective arrangements in place for monitoring, reviewing and improving the service. Senior managers access electronic information to check its quality and make recommendations. The RI visits the service every quarter to discuss quality matters with people and their support workers. A support worker said *“I’ve been here for years and love it. I know the RI and she’s lovely and they’re such a good company to work for”*. The provider uses accessible information to support communication and to encourage people to provide their opinion on the quality of the service. The six-monthly Quality of Care Review uses this feedback from people, data from compliance systems and information from internal audits.

The service is well led by a team of regional managers, scheme managers and their assistants. The leadership team focus on individuals and enable support workers to encourage people to achieve their outcomes. People know all managers at the service well and have friendly and open conversations with them. Support workers describe their managers as accessible and supportive. One said *“I’ve got a great manager and we’re a good team”*.

Support workers receive regular supervision and an annual appraisal to help to develop their professional skills. Staff value the accessibility and support of their managers. Senior managers conduct a variety of visits to check the quality of the service people receive. When discussing the leadership at the service, a support worker said *“They (the provider) are good, understanding and flexible. Everyone seems to be here for the people we support”*. Discussions with support workers demonstrate a good understanding around reporting concerns and safeguarding. Policies and procedures are in place to support good practice and staff have a good understanding of them.

The provider’s Human Resources department ensures recruitment procedures are effective and adhered to. Pre-employment checks such as references, right to work and Disclosure and Barring Service (DBS) take place before new employees start work. New staff receive a comprehensive induction and get to know people before they work independently. The provider has ensured mandatory and person specific training is up to date and helps support workers meet people’s individual needs. Workers register with Social Care Wales, which promotes further skills through gaining professional qualifications.

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
36	During the inspection we found gaps in staff training, whilst some were due to staff long term sickness and other issues some staff had a history of non attendance and had been escalated to the HR department. The provider is required to ensure staff are supported to complete Core training and other training deemed appropriate by the provider in order to fulfil the requirements of their role and to meet the needs of individuals using the service.	Achieved

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Date Published 24/11/2023