



Inspection Report on

Perthyn (Western Bay)

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

Date Inspection Completed

07/11/2022

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About Perthyn (Western Bay)

Type of care provided	Domiciliary Support Service
Registered Provider	Perthyn
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

The service supports people to live as independently as possible. Interactions between people and support workers are encouraging and friendly. Representatives are positive about the service and a family member told us *“She seems happy there, the staff seem friendly and they get along”*.

Enthusiastic and experienced support workers are guided by person centred plans that are created by the individual, their family and health professionals. A worker told us *“I love it here, the people are great and we build up good relationships with them”*. The service has a new electronic care planning system that improves the way they gather information and record people’s achievements.

The provider is in the process of registering a new Responsible Individual (RI). The previous RI had oversight of the service but this would be improved by involving people’s representatives and staff more in quality assurance.

Well-being

People receive person centered support and are fully involved in decisions about the service they receive. Detailed information about the individual, their communication and intended outcomes is recorded in personal plans. Senior staff work closely with health and social care professionals to help people remain as healthy as possible. People and/or their representatives contribute to decisions that affect them. Senior staff maintain detailed personal plans and the service is introducing a new electronic planning system to improve the way people evidence their outcomes.

The service supports people to live as independently as possible, a worker told us *“I love the people here they are so nice and we have great fun together. I love helping them to do things they enjoy”*. The service works creatively to support people with communication challenges and is working towards an 'Active Offer' of the Welsh language. Support workers encourage people to contribute to their communities and make the most of local facilities. People are being supported to know what opportunities are available to them because plans focus on new and old activities.

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People are proactively supported to make complaints or suggestions if needed during reviews. Representative of people are unsure of how to make a complaint and would like more information from the RI.

People have a voice and input into the running of the service because the RI involves them and the majority of their support workers in Regulation 73 visits. Governance processes focus on developing the service by using information from audits and would benefit from involving people's representatives. The Quality of Care Review identifies areas to improve following consultation with people who use the service.

Care and Support

People appear to be very happy with the support they receive and interactions are warm and friendly. People have longstanding relationships with their support workers, who encourage them to be as independent as possible. A support worker told us *“I love it because people have their own personalities and they live a regular life”*. A family member told us *“[person] seems happy enough there and the staff seem friendly and they all get along with each other”*. People are involved in their plans and staff work creatively to promote communication and obtain feedback from individuals. The provider has a new electronic care planning system to effectively guide support workers and evidence individual outcomes and achievements.

The manager considers a range of information from the person, their representatives, workers and external professionals. Risk assessments help to maintain people’s safety, while promoting their independence. Senior staff regularly review plans with people, their support workers and representatives to ensure they are up-to-date and focus on what people want to achieve. Best interest decisions are clearly recorded in plans. The service is working with people to rebuild their social connections that were lost during the pandemic. Support workers are clear about their role and empower people to be as independent as possible. We saw good evidence of health professionals such as specialist nurses and occupational therapists being involved and their specific guidance reflected in plans.

A Senior manager spoke about a whole team approach to maintaining the service during the pandemic. We were told the staff from all departments covered each other’s shifts when they had to isolate to maintain people’s service.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices in line with Public Health Wales guidance.

Leadership and Management

The provider has good arrangements in place for monitoring, reviewing and improving the quality of the service. The provider is registering a new Responsible Individual (RI). The previous RI's statutory quarterly visits are completed but reports require more feedback from staff and representatives. We have discussed this with the proposed new RI and the Chief Executive Officer and we will check this information during the next inspection. The six monthly Quality of Care Review is detailed and highlights positive outcomes as well as areas they intend to improve.

There is a supportive culture at the service. Line managers know people well and staff feel well supported by them. A few of the support workers told us they were unsure of who senior managers are; while the majority of workers described them as approachable. A support worker told us *"I talk to [previous RI] and she asks for suggestions and I've been involved in a new IT project"*. People are proactively supported to raise concerns during reviews or whenever needed but their representatives are unsure about how to raise concerns. We have discussed this with the proposed new RI who will ensure people's representatives are made aware of the complaints procedure. Regular team meetings allow support workers to discuss what's working well and what needs to improve. All support workers confirm they receive regular, one-to-one supervision meetings and appraisals, records corroborated this. Staff members have a good understanding around safeguarding. Policies and procedures are in place to support good practice and staff have a sufficient understanding of them.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. These are stored electronically along with all other personnel information. Support workers receive mandatory, person specific and developmental training to meet people's needs. The induction process is detailed and comprehensive and specific to the service. Ongoing training and development is available to all workers in line with the needs of the people they support. A support worker told us *"Training is good, excellent we have loads. You can't start without completing your training and it really helps you with the job"*. All support workers are registered with Social Care Wales.

Adequate numbers of staff are available to meet people's needs. Dedicated workers ensure people get the continuity they need. Support workers promote and encourage independence and people were visiting local areas, shopping and meeting family and friends during our visit.

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
16	Regulation 16 (4)- Review of Personal Plan. (4) When carrying out a review under this regulation, the service provider must involve the individual, the placing authority (if applicable) and any representative.	Achieved

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