



Inspection Report on

Perthyn (Western Bay)

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

Date Inspection Completed

24/10/2023

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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	23 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

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.

The leadership team has been restructured with new regional, scheme and assistant managers, who are developing relationships with 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 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 for people with communication challenges.

Care and Support

People receive person-centred care to live independently and are supported to remain connected to their local communities. Support workers know people well and have very positive relationships with the individuals they support. Workers told us, *“The people I support are the reason why I love what I do”* and *“we try and encourage people to be active and busy”*. The service is supported by a senior manager to ensure people access health appointments and their medication is regularly reviewed.

Support workers are guided by highly personalised, 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 get involved in the care plans and the PCP reviews by giving our thoughts”*. People enjoy doing different activities such as bowling, going to sports clubs, cycling, watching shows and visiting friends and family.

People are fully involved in developing and reviewing their own personal plans, which 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.

The provider has been focusing on recruiting new staff and there are sufficient numbers of skilled workers available to meet people’s needs. Many support workers have known people for several years and understand their specific needs 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 talk to [RI] when she visits. She always talks to the people we support and she’s really nice”*. 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 has been going through a change in management structure, with new scheme and assistant managers in post. People know all managers at the service well and have friendly conversations with them. The majority of support workers describe their managers as helpful and supportive. The leadership team focus on individuals and enable support workers to encourage people to achieve their outcomes.

Support workers receive regular supervisions and an annual appraisal to help to develop their professional skills. Senior managers conduct a variety of visits to check the quality of the service people receive. 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
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