



Inspection Report on

Liberty Care Ltd

**Liberty Care Ltd
Newbridge House 75-77
High Street
Blackwood
NP12 1BA**

Date Inspection Completed

17, 22 & 24 March 2022

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About Liberty Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Liberty Care limited
Language of the service	English
Previous Care Inspectorate Wales inspection	26 September 2019
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

Liberty Care provide supported living services to adults in both shared houses and individual flats in the Gwent area. During this inspection, we visited the main office, one service with a large, shared house and individual flats and another smaller home. The service benefits from exceptional leadership and management. The Responsible Individual (RI) is closely involved in the day-to-day running of the service and is well supported by strong, enthusiastic managers. The service engages openly and effectively with other agencies to ensure people are kept safe.

Liberty Care employs its own clinical team, which is led by a Clinical Psychologist. People receive highly effective care and support. Plans are clear, detailed and updated regularly, with support from the clinical team as required. An Occupational Therapist (OT) runs a variety of group sessions which are well attended by people who receive support.

Care staff feel valued and are well supported in their roles. They receive regular supervision from their line managers and training in all relevant areas.

Well-being

The service promotes people's rights and encourages them to have choice and control over their everyday lives. People and their families told us they are very happy with the care and support they receive. One person told us *"I get on great with the staff. They have supported me to learn new skills and my confidence is now much better."* A family member told us *"We have been impressed with the professionalism and commitment of Liberty Care from day one."* People have autonomy over their own lives as much as possible and care staff know their likes and dislikes. People are supported to engage in a range of activities in the home and local community, which are meaningful to them. Some individuals have been supported to find voluntary work in their local communities. One service has a large garden area dedicated to planting vegetables and learning new skills such as woodwork. The OT has supported a group of people to set up a social enterprise scheme where seedlings and crafts are sold to reinvest back to finance further projects. Liberty Care has also worked closely with local community businesses to gain some financial support for this purpose. Group arts & crafts sessions are held regularly in the main office, in a large, well-equipped room with a fully fitted kitchen.

People receive the support they need to maintain their health and wellbeing. The service assesses people's care and support needs and any associated risks. These are clearly documented in personal plans, which are regularly reviewed. Individuals are supported to access medical and specialist services as required. Care workers recognise when people need emotional support and provide this with kindness, dignity and compassion.

People are encouraged and supported to maintain meaningful relationships with those closest to them. Individuals all have tenancy agreements in place, which they are supported to maintain and abide by the conditions agreed.

The service helps to protect people from abuse and neglect. Care staff complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the Wales Safeguarding Procedures and is kept under regular review. Isolated allegations of misconduct by staff are dealt with promptly and professionally. People are encouraged to share their views about the service they receive.

Care and Support

People receive the support they require, as and when they need it. Individual's files contain all the required information including risk assessments and personal plans of care. These are reflective of each individual and include their preference of how to be supported in all relevant areas. The plans are person-centred and give clear detail to staff on how best to support each individual. Personal plans are kept under regular review and updated as required. People's social histories are summarised to allow care staff to understand each person's background and what is important to them. Positive Behaviour Support plans are in place for people who benefit from them, these are under review of the clinical team. Care staff interact well with people which evidences positive relationships. Care workers are patient, respectful and encouraging when supporting people.

Referrals are made to external health and social professionals as and when required. People are registered with a local general practitioner (GP). Records are kept of previous appointments with health and social care professionals for reference as required. Detailed daily notes for each person evidence that care staff are providing care and support in line with people's personal plans. Record keeping is accurate and consistent in all areas required to support people to maintain their health. Each person has an allocated keyworker, who is their main contact in the staff team. The keyworker completes a summary report every three months, which reviews the activities engaged in, any health appointments, relationships and changes in need.

Frequent reviews are overseen by the clinical team to respond to a change in needs for someone or discuss the best way for them to be supported in a specific area. The people being supported are involved in this process whenever possible. Care staff are encouraged to speak openly and frankly. Plans are updated accordingly following such reviews. Liberty Care work closely with the commissioning authorities who fund people's packages of care. If someone is assessed as requiring a more suitable placement which cannot be offered by them, Liberty Care are open and engaging with all relevant parties to make this process as smooth and timely as possible.

Systems are in place for the safe management of medication within each service. People have their ability to manage their own medication assessed and receive appropriate support as required, which helps to maintain their health. We found some minor improvements required in one service which the manager assured us they would address. We saw that care staff complete medication records accurately.

Infection prevention and control procedures are good. Care staff wear appropriate personal protective equipment (PPE) and wash their hands regularly. COVID-19 testing is carried out on staff and visitors.

Leadership and Management

People benefit from a very high standard of leadership and management. The statement of purpose tells people clearly how the service will be delivered. The RI and his team of managers are dedicated and passionate about delivering the very best support possible to people. The RI undertakes regular quality assurance checks by visiting services to talk to people who are supported and care staff on duty as well as reviewing documentation. The RI completes detailed and thorough audits of the quality of the support provided as well as the wider running of the service. The reports highlight where each service is performing well and areas for improvement. The provider has relevant policies in place, which are kept under review.

Liberty Care make necessary referrals to external agencies in a timely manner. They engage openly and honestly with us as the regulator, as well as agencies such as local Safeguarding teams. The managers and RI are dedicated to ensure the wellbeing of people they support is always prioritised and give regular updates on matters.

Team leaders, senior support workers and support workers are deployed at each service. Sufficient numbers of care staff are employed. All staff we spoke to told us they felt valued and well supported in their roles. One said *"I can't rate Liberty care highly enough. I look forward to coming to work every day and always come in with a smile on my face. I love it, I am very passionate about my job."* Another said, *"I receive lots of thanks here for the work I do, the management team are really supportive."* Care staff receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance.

The clinical team provide a valuable and responsive support to the RI, managers and wider staff teams. Managers receive 'clinical supervisions' to discuss specific matters relating to people who are supported. The RI also carries out more routine supervisions with all managers.

We saw that staff personnel files are well organised and overall contain the required information. Care staff are confident and skilled in their roles. Care staff complete a range of training courses, including regular refresher courses in important areas such as safeguarding people at risk of harm.