



Inspection Report on

Pembrokeshire County Council Domiciliary Support Service

**Milford House Centre
Dartmouth Street
Milford Haven
SA73 2AH**

Date Inspection Completed

05/09/2023

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About Pembrokeshire County Council Domiciliary Support Service

Type of care provided	Domiciliary Support Service
Registered Provider	Pembrokeshire County Council Adults and Children's Services
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	11 April 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 very happy with the support they receive, to live as independently as possible in their own homes. Individuals are supported by well trained and skilled staff, who they know well and have built up positive relationships with. People are fully involved in decisions about their care and support.

The managers of the service are well supported by a team of senior care staff, they are accessible and valued by people who use and work at the service. The Responsible Individual (RI) has good oversight of the service and completes reports with actions to improve quality, following their quarterly visits.

Well-being

People receive person centred care and support, to live as independently as possible in their own homes. The managers involve people, their representatives, care staff and health and social care professionals to help people remain as healthy as possible. People and their representatives are involved in developing and reviewing their personal plans, which focus on the things that matter to them.

People contribute to the decisions that affect their lives and are supported to work positively towards their goals of living well in their own homes. People are respected as individuals and build up positive relationships with their support workers. A representative told us *“Mum loves to see them (care workers) and they are so caring”*. People receive a service that does not offer an 'Active Offer' of the Welsh language but some of the support workers are able to communicate in Welsh.

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 protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns.

People have a voice because they and their support workers are involved in quarterly Regulation 73 visits. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

Care and Support

People and their representatives are happy with the support they receive to live as independently as possible. Individuals who use the service told us *“The carers are absolutely superb, they are wonderful”* and *“They are marvellous, I like a laugh here and they are great fun”*. Care workers are guided by effective and up to date personal plans. They take time to get to know people and their family members well. A care worker told us *“I love it, I enjoy doing the little things that make a huge difference to people”*. People told us they usually have the same care workers but understand the challenges and will usually be told if planned care changes. When discussing the continuity of care, a representative told us *“The regular carers are like part of our family and I trust them wholeheartedly”*.

Part of the service enables people to regain their skills to continue living independently in their own homes. People are supported to increase their confidence and to gradually reduce the need for care and support. This reablement service works creatively with other agencies to support people to achieve their goals.

People are involved in developing their own comprehensive personal plans, that focus on what they want to achieve. Senior staff also involve individual's representatives, care workers and external professionals to ensure information is worthwhile. Senior staff update information regularly to ensure it is accurate and effective. When discussing the personal plans a care worker told us, *“Any changes needed to care plans I get on the phone and they sort it out straight away”*. Daily notes record the care and support completed.

There are adequate numbers of skilled staff available to meet people's needs and any changes to peoples planned care is discussed with them. Many care workers have been at the service for years and have built up good relationships with people.

The provider has an up-to-date Statement of Purpose and Service User Guide, that is available for people and/or their representatives. There are policies in place to guide staff and procedures to promote safe practice.

Environment

Leadership and Management

The provider has effective arrangements in place for monitoring, reviewing and improving the quality of the service. Regulation 73 visits are completed every quarter, the visit reports evidence people and/or their representatives and staff are consulted with. The six-monthly Quality of Care Review uses feedback from people, their representatives, and information from internal audits.

The service is effectively led by three managers, who are well supported by a team of senior staff; who consistently monitor and review quality. People and their representatives have confidence in the managers and senior staff at the service. When discussing the management an individual said, *"They are very helpful all around, I have no complaints at all"*. Care workers are positive about the guidance from senior staff and value the support of their managers. A Care worker told us *"They (managers) are brilliant, I can go in the office to talk to them and they are always at the end of the phone"*.

Staff receive regular supervisions and appraisals, where they can discuss any matters they wish to talk about. Staff told us they receive regular supervision but value the availability of the managers. A support worker told us *"I can raise concerns as and when they happen and I don't have to wait for supervision to discuss things"*. Quality checks are carried out to ensure standards of care and support are consistently met. When discussing these checks a care worker said *"We get good support from seniors and we can raise anything there and then. If extra support is needed, we get put on training"*. Discussions with staff, demonstrate a strong understanding around reporting concerns and safeguarding. Policies and procedures are in place to support good practice and staff have a sufficient understanding of them.

Pre-employment checks such as reference, right to work and Disclosure and Barring (DBS) take place. Managers confirm all of the necessary information is in place and acceptable before new employees start work. New staff receive a comprehensive induction and get to know people before they work independently. Effective ongoing mandatory and person specific training helps support workers to meet people's individual needs. Managers assist support workers to registered with Social Care Wales and promote further skills through 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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