



Inspection Report on

Powys Community Additional Needs Project (Domiciliary Care).

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About Powys Community Additional Needs Project (Domiciliary Care).

Type of care provided	Domiciliary Support Service
Registered Provider	Action for Children and Action for Children Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First since Registration under RISCA
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Powys Community Additional Needs Project provides Domiciliary Support Services to a small group of children within the Powys area. Action for Children is the service provider and Care Inspectorate Wales are currently considering an application for a new Responsible Individual.

Children, parents, and guardians are receiving consistent, supportive, and purposeful support and feedback from parents and other professionals was positive.

We identified five areas of non-compliance in relation to the guide to the service, care and support and leadership and management and although these will be considered at the next inspection, we expect the service provide to take immediate action.

Well-being

The provider has created a guide to the service and although it does cover some of the regulatory requirements it does not provide information for advocacy, the arrangements for contacting the Responsible Individuals or make clear how people can contribute their views. Similarly, the guide is not accessible to all, and improvements should be made to ensure children, parents, and others can access a guide which provides a true representation of the support provided by the service.

Children, parents, and others can be assured the service provider has a suitable procedure and policy in place to respond to complaints. There have been no complaints to the service and parents and guardians told us they would feel confident the provider would take their concerns seriously and respond appropriately.

During this inspection parents and guardians told us their children 'love' the support they receive. They said they appreciate the quality and consistency of the support they receive and that their support workers have become a vital part of the extended families. External professionals told us the support care staff provide is 'priceless'.

The service provider should review their safeguarding policy to ensure it includes clear guidance for care staff on how to record and report safeguarding concerns. There have been no referrals to the Local Authority Safeguarding Board so CIW are unable to ascertain if suitable procedures would be followed.

Care and Support

The service provider has completed initial assessments to provide assurances to children, parents, and commissioners they can provide the required support children have been assessed for. Further work is needed to ensure these are subject to ongoing review to ensure any changing needs are identified and provided for.

Parents and guardians told us the support for their children has improved their well-being by providing opportunities for them to access the beach, go on picnics, visit the cinema, and join sports clubs. Improvement is needed to ensure evidence is available in written records of the views and the voice of children about how they would like to be supported and how they benefit from that.

Children have personal plans to provide key information for care staff. Records of personal plans do not always contain updated information and they are not reviewed in line with regulatory requirements. This has been raised as an area of improvement. Personal plans show children have outcomes which are strength focused. However, these should be reviewed by the service in collaboration with children and others to ensure they are relevant to children's needs and preferences. Parents and guardians told us they are encouraged to share their views and are consulted on the care and support being provided.

Improvement is needed to the recordings which detail how to keep children safe from any known risks or vulnerability, risks and behaviours which leave them vulnerable to harm. Behaviour support plans require more detail and clarity, and some risk assessment information is outdated and focused on risks to care staff and not children.

CIW reviewed a selection of records and we saw inconsistent recordings, including the quality and frequency of records being completed and we saw little evidence of records showing care staff completing the required domiciliary care service and what care and support children received during that time. An area of improvement has been raised for the overall standards of care and support.

Environment

This theme was not considered at this inspection.

Leadership and Management

Powys Community Additional Needs Project (Domiciliary Support) has a registered manager and a small team of care staff. Both care staff and external professionals told us they are concerned about staffing levels. During our inspection we were unable to access staff recruitment records to ensure safe recruitment procedures are employed. This has been raised as an area of improvement and we expect the service provider to take immediate action.

The Responsible Individual completed their regulatory visits and reports. Records show parents, children and care staff are consulted about the support being provided and includes recommendations for improvement. Quality-of-Care report has been completed by the manager and includes feedback and areas of improvement but does not demonstrate analysis or the oversight of the RI. The reports could benefit from a clearer focus on the quality of care and support being provided and the extent to which the aims and objectives, as set out in sop, are being met.

Children, parents, and guardians cannot be assured staff have received training which is necessary to fulfil their role. On the day of inspection, the training matrix did not evidence bespoke or individual training requirements for children have been provided or refreshed such as Buccal Midazolam or Manual Handling. Supervision records demonstrate supervision is not completed in line with regulatory requirements and does not provide evidence of suitable discussion on well-being or performance management, however care staff told us they feel supervision is purposeful and frequent. This has been raised as an area of improvement.

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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19	The service provider has not provided an accessible guide to the service which contains all regulatory requirements.	New
16	The service provider does not review personal plans every three months	New
21	The service provide does not ensure care and support is focused on suitable outcomes for children whilst suitably managing risk and vulnerabilities.	New
35	The service provider did not provide evidence of safe recruitment checks completed	New
36	Care staff have not received suitable training and supervision	New

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