



Inspection Report on

Priory Supported Living South Wales

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Clarence House
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Newport
NP19 7AA**

Date Inspection Completed

26/09/2023

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About Priory Supported Living South Wales

Type of care provided	Domiciliary Support Service
Registered Provider	CRAEGMOOR SUPPORTING YOU LIMITED
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	[14 February 2022]
Does this service promote Welsh language and culture?	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

People are supported to lead the lives they choose, in their own homes. People understand and manage their tenancies; they are encouraged to be a part of their communities. People are enabled to foster the friendships and relationships they choose.

Care workers are passionate about providing support as and when people choose it. The service has an ethos of skill teaching, there is a clear focus on supporting wellbeing goals. People are supported to make positive changes in their lives. Personal plans are produced with people and provide clear and effective guidance for care workers.

There are robust processes in place to support oversight and governance of the service. People are protected from harm and supported to understand their rights and responsibilities. Care workers speak positively about the service, and their opportunities to develop. There is a clear pathway to enable care workers to progress.

Well-being

People are happy with their service and are supported to work towards their well-being outcomes. The service encourages people to co-produce their support by identifying their needs, wishes, and aspirations. The Active Offer is considered by the service, efforts are made to ensure that if people want a service through the Welsh language, this is treated fairly, and as part of the assessment process. We saw care workers adapt their interaction styles to meet the needs and preferences of people, creating positive relationships. People told us they had good relationships with staff, especially the manager, "*She will sort out anything.*" There is clear guidance and support given to people to help them understand their tenancies, and their rights and responsibilities. Most people are clear that they can change their support if they choose, but not all people or their representatives are aware of this.

The service supports people to engage with advocates and appointees to ensure people are at the centre of their support. People's preferences are listened to; they choose who supports them and when they told us, "*The support is good, they are there when I need them.*" We saw care workers provide advice, guidance, and reassurance to enable people to develop skills, and become active members of their community. People are enabled to lead the lives they choose by actively planning their time; care workers are on hand if and when support is required. People enjoy their independence and the flexibility of support provided. Care workers speak positively about teaching people skills for life and take pride in people's accomplishments. People are treated with dignity and respect and encouraged to achieve their goals; they receive targeted support to enable this. We read personal plans developed with people to support them to gain employment. People told us about their opportunities to attend courses and find work with the support of their care workers.

Care and Support

People benefit from the support they receive and are placed at the centre of their support; there is strong evidence of co-production in personal plans and activity planners. There is demonstrable personalisation within personal plans, which contain guidance to enable care workers to meet the needs of people. People support the setting and reviewing of their wellbeing outcomes. Personal plans are reviewed frequently; there is a history of people's achievements and steps taken to reach goals. The service has processes for assessing people's needs prior to starting support. However, some pre-admission assessments lack detail, and do not support the guidance written within personal plans. There are effective record keeping processes in place to support accurate daily notes. Care workers and managers review records to ensure people's information is in keeping with their personal plans. The information captured is person specific, demonstrating a good understanding of people's needs, and wellbeing outcomes.

There is an easy read guide in place to support people to understand their rights and responsibilities as part of their support; people are supported to raise concerns with the manager. Effort is taken by the service to work with people to understand their tenancies, and developing the skills required to live independently in their communities. People get help to make positive changes in their lives, they told us, *"I want to live in my own place without staff help...this will take me a while staff are really good with me."* Care workers ensure their presence does not impact on people's homes, and support does not change the environment. The service works collaboratively with external agencies such as the fire department to ensure that people are kept safe without altering their homes. However, we saw some examples of service documents placed in view in people's homes.

People are kept safe from harm. Medication is managed clearly, with robust processes in place. Care workers are knowledgeable about the service's medication processes. People have guidance to enable them to manage their own medication. We saw evidence of effective teaching processes for self-medicating. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the local authority to ensure decisions are made in people's best interests, when required. The service has robust policies and procedures to ensure people are safeguarded from abuse or harm.

Leadership and Management

People benefit from robust leadership and management. There are adequate governance arrangements in place to support the smooth running of the service. The responsible individual (RI) undertakes frequent visits to the service, considering the effectiveness of support delivery, and consulting with people and care workers. The manager is held in high regard by people and care workers and is well supported by the RI and the wider organisation. There is evidence of auditing carried out for the service by the manager to ensure that any concerns or areas of achievement are escalated and discussed at the service's governance meeting; these are well attended by the management team. There are enough staff on duty to support people effectively. There is a culture in the service which encourages care workers to hold people in high regard. Care workers experience high levels of job satisfaction, they told us, *"Coming to work and seeing your tenants happy and gaining independence on a daily basis is a great feeling and being able to play an active role in this is satisfying and when you leave at the end of the day knowing you have helped someone achieve a goal no matter the size is why we come back the next day."*

Rotas are clearly planned to include allocation of resources. Care workers ensure that people's wellbeing is considered in this process, and changes are managed well by the management team. Care workers are suitably recruited, trained, and supported to carry out their duties. The management team provide support and supervision to care workers in a timely manner, in line with regulations. Care workers told us they feel well supported, supervisions provide them with the opportunity to feedback on their roles and areas that require further support. The service has clear pathways for care workers to develop; care workers speak positively about their development opportunities. However, some noted they would benefit from increased learning and development opportunities delivered in person instead of via the online suite. People are safeguarded by the service through the use of robust recruitment processes. Policies and procedures within the service reflect best practice guidance, and legislation.

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
58	Creams not dated when opened.	Achieved
16	When personal plans are reviewed, they are not always amended or developed to reflect changes in individuals' care and support needs and personal outcomes.	Achieved

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