



Inspection Report on

South East Wales Shared Lives Scheme

**Caerphilly County Borough Council
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Date Inspection Completed

14/03/2023

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About South East Wales Shared Lives Scheme

Type of care provided	Adult Placement Service
Registered Provider	Caerphilly County Borough Council
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection post RISCA
Does this service provide the Welsh Language active offer?	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

Individuals are happy with the care and support they receive from well-trained Adult Family Placement (AFP) care workers. AFP care workers are better known as Shared Lives carers. The service provider has highly effective systems in place to ensure individuals are matched with the most suitable Shared Lives carer. The ethos and culture of the service promotes individuals to experience care and support in a family setting. The Adult Placement Service has clear processes in place to set up and maintain continuity of support for individuals. This impacts positively on the well-being of the those receiving a service. The service provider delivers consistent and effective support to Shared Lives carers.

There are robust systems in place for the oversight and management of the service. AFP staff at the service are highly experienced, compassionate, and dedicated. The management team have effective oversight of the service individuals and Shared Lives carers receive. There are good procedures in place to monitor the quality of the service. Some changes are required in the current system for recording and storing of essential documentation.

Well-being

Accessible information about the service is available to individuals and representatives. The provider promotes and encourages choice. Individuals have control over all aspects of their day-to-day life and choose where they want to live. The provider completes detailed assessments with individuals to explore if the service is an option for them. The provider arranges thorough introductions between individuals and Shared Lives carers and decisions about care and support are jointly made.

AFP staff communicate well with individuals and their representatives and complete personal plans that inform Shared Lives carers about things that matter to them. The service provider works collaboratively with social services, health authorities and other agencies to gather important information. Care documentation is person centred and Shared Lives carers told us they receive up to date information from the service. Individuals take part in reviewing personal plans and risk assessments. We found reviews to be up to date.

Individuals told us they make choices around how they want to decorate and personalise their bedrooms. Specialist equipment is available to those who need it, and the service provider keeps detailed records about equipment maintenance arranged by the Shared Lives carer.

Individuals experience excellent personal outcomes and develop independent living skills whenever possible. Life experiences such as holidays, work opportunities, maintaining positive relationships and being part of family life is a strength of the service. Individuals lead full and active lives and are treated with respect. Individuals told us they are listened to and feel valued.

Shared Lives carers receive safeguarding training and are confident the provider will act on concerns they raise. Individuals tell us they feel safe. Shared Lives carers receive additional specialist training to meet individual needs when it is required. The provider is in regular contact with Shared Lives carers and records relating to communication are consistently good.

The AFP staff team have excellent knowledge of the arrangements between individuals and Shared Lives carers. Being included in family life is at the core of the service. Shared Lives carers are compassionate, kind, and dedicated. Individuals refer to their placement as "*Home*" and value being part of a "*Family*".

Care and Support

The service provider completes a thorough assessment with people who express an interest in becoming a Shared Lives carer. Information relating to skills, knowledge, experience, family history, environment and social circumstances are comprehensively assessed. Safe recruitment processes are followed, and Shared Lives carers are approved by an independent panel.

The service provider considers a wide range of information about an individual before meeting with them. There is a thorough process when matching an individual with a suitable Shared Lives carer, and family. The provider considers factors such as skills, knowledge and experience of the carer, the type of family home, and location. The service considers the individual's preferences about the type of family they would like to be part of. Individuals and Shared Lives carers receive agreement paperwork that explains the terms of the placement.

Personal plans inform the Shared Lives carer about the level of support individuals would like. The provider is making changes to enhance the information stored in the plan to better support individual preferences. Communication between the provider and the Shared Lives carer is good when there are changes to an individual's health or support needs.

The service provider works well with other agencies to support individual outcomes. Communication between the provider and other agencies is generally good.

Support is given to individuals to maintain their health and attend medical appointments. The service provides Shared Lives carers with a medication policy and training to safely support medication administration. AFP staff complete annual medication administration competencies with the Shared Lives carer. Medication recording charts are not always being completed in-line with the provider's policy.

We found Shared Lives carers understand their roles and responsibilities when providing care and support to individuals in their homes. APF staff have regular contact to monitor the care, support, and well-being of individuals.

Shared Lives carers told us staff are *"Fair, thorough and approachable."* And individuals told us *"I would not have learned so much if I lived somewhere else"* and *"It is 10/10 living here, my carers are very supportive"*.

Environment

South East Wales Shared Lives operates from a premises that has suitable office space for staff, meeting rooms and staff facilities. Records are stored securely in line with legislative requirements. The service supports people in several geographical areas across Wales, but the offices are based in Caerphilly. For inclusive events and other occasions venues are hired in accessible locations.

Leadership and Management

AFP staff follow a robust recruitment process, all staff receive regular supervision and appraisal. New staff complete a detailed induction, all staff access thorough training, and all are suitably qualified. Staff told us they manage a high volume of work but the support from the management team is “*Excellent*”. We found a culture of teamwork, openness, and honesty at the service. The Statement of Purpose accurately describes the service.

The structure of the organisation is clear. The Responsible Individual (RI) meets with the management team on a regular basis and there is good oversight of the service. We found individuals and Shared Lives carers are not familiar with the RI. There is evidence the RI carries out quarterly monitoring visits, but details of the visits are insufficient and do not fully inform the quality care review. The RI is making positive steps to increase contact with staff, Shared Lives carers and individuals to seek their views and appropriately record the visits.

There are clear systems for monitoring and evaluating the quality of the service. The RI completes a Quality Care review to inform the provider on how the service is performing. The review has limited statistical information to measure how well the service is doing.

During the visit not all documentation was available for us to review. Systems for recording, storing, and updating some paperwork is ineffective. We did not see suitable records of individual medications at the service. We did not see records relating to signed agreements. Whilst most carer recruitment documentation is retained; we found some information missing. While no immediate action is required, this is an area of improvement, and we expect the provider to take action.

Policies and procedures are in place, and most are up to date. There is a system in place for reviewing and updating paperwork. All staff and Shared Lives carers have access to necessary policies. All staff are aware of their responsibilities around safeguarding and whistleblowing. While most staff feel confident in the whistleblowing procedure, this did not apply to all.

There are opportunities for Shared Lives carers and individuals to engage with the service throughout the year. Staff meetings take place on a regular basis and there is a strong culture of supportive teamwork. The provider has safe staffing arrangements and appropriate professional development opportunities. Staff tell us they are listened to and feel valued.

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
40	The provider has ineffective procedures relating to keeping and maintaining specified records.	New

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