



Inspection Report on

Vale of Glamorgan Adult Placement Service

**Vale Of Glamorgan Council
Hen Goleg
College Fields Close
Barry
CF62 8LF**

Date Inspection Completed

18/04/2023

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About Vale of Glamorgan Adult Placement Service

Type of care provided	Adult Placement Service
Registered Provider	Vale of Glamorgan Council Adults and Children's Services
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 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

Supported individuals are fully engaged in family life with the Vale Adult Placement Service (Shared Lives). APS care workers are better known as Shared Lives Hosts. The service provider has effective systems in place to ensure individuals are matched with the most suitable host. The ethos of the service promotes individuals to experience care and support in a family setting and achieve personal goals and aspirations. The service provider has clear processes in place to arrange and maintain continuity of support to individuals. This impacts positively on the well-being of the those receiving a service. Hosts receive effective and regular support from APS project workers and staff.

APS staff are dedicated, knowledgeable, and caring. Positive outcomes for individuals are at the heart of the service. The organisational structure is established, roles and responsibilities concerning quality and oversight is clear. Some changes are required to a few procedures relating to host training, personal plan reviews, policies and supporting people to manage their money. We found detailed and effective improvement plans are in place to make significant and positive changes to improve aspects of the service currently not meeting the Regulations.

Well-being

Information about the Vale Adult Placement Service (Shared Lives) is available to individuals and representatives although it requires updating. The provider promotes and encourages the individual's right to choose where they live and what family they would like to join. Representatives told us they are fully consulted about the service when advocating for an individual. The service supports individuals throughout the process of exploring shared lives as a suitable option for accessing care and support. We found individuals and hosts guided through timely introductions and feedback from both parties is well documented.

Individuals and their representatives are consulted on the environment, the location of the home and compatibility with the host before making a final decision to move in. Decisions about care and support are jointly made and the service completes a placement agreement. Host assessments include details about the home environment to support effective matching and suitability of the service for an individual. The provider monitors a host's home annually to maintain oversight of the suitability of the environment. This is not consistent for all hosts. We saw appropriate risk assessments in place relating to the environment and care and support when required.

Personal plans are better known as About Me plans. Project Workers complete plans with individuals to inform hosts about things that matter to them. We found the provider works collaboratively with social services, health authorities and other agencies to gather important information. There is good oversight of placements by project workers and records show individuals are experiencing enriched and fulfilled lives.

Hosts and project workers appear to have a good understanding of how to protect people from harm, although we observed safeguarding training to be out of date for most hosts. The provider is responsive and appropriately addresses matters relating to safeguarding or concerns about well-being. The safeguarding policy is accessible to hosts via an on-line application ("app").

Care and Support

The service provider completes thorough assessments with people who express an interest in becoming a host. Project workers gather information about a host's skills, knowledge, experience, family history, environment, and social circumstance. New host assessments are comprehensive, the service follows safe recruitment procedures. Hosts are approved by an independent panel. The oversight of the host suitability is consistent. Not all hosts have an agreement in place with the provider.

The service provider considers a wide range of information about the type of care an individual requires. There is a thorough process when matching an individual with a suitable host and family. Documentation is available before introductions are completed and the provider works well with social care professionals and family representatives. We saw assessments, introductions and feedback being thoroughly documented. All parties receive a placement agreement which details everyone's responsibilities.

About Me plans are detailed, and person-centred. Communication is good between project workers and hosts when there are changes to an individual's health or support needs. We found the plans are not being reviewed every three months, but on an as and when basis. While no immediate action is required this is an area of improvement and we expect the provider to take action. We will follow this up at the next inspection. Project workers maintain regular contact with hosts and individuals when monitoring service delivery and keep detailed records. Some hosts told us the review process is confusing. The provider is aware and is actively streamlining their procedures.

Individuals' access to health care is consistent and project workers keep up to date records of vital information shared by hosts. Hosts provide support to individuals to maintain their health and well-being, attend medical appointments and support medication administration. Hosts understand their roles and responsibilities and operate with a high level of skill and experience. However, the provider has failed to provide hosts with up-to-date training and policies to support their role in line with current legislation. This is an area of improvement, and we expect the provider to take action. This will be followed up at the next inspection.

Hosts told us project workers are approachable, responsive, and professional and they feel listened to and kept well informed. Individuals told us they do things that are important to them and enjoy being part of a family. Hosts told us they would like better out of hours support.

Environment

Vale Adult Placement Service (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 operates in two local authority regions and is based in the Vale of Glamorgan. For inclusive events and other occasions, the provider works closely with partners to make themselves available to hosts and individuals outside of the region.

Leadership and Management

The service provider follows a thorough recruitment process for staff. We found recent changes to staff supervision and appraisal has increased staff confidence in leadership and management. Staff told us some training is not meeting their personal development needs or the needs of the service. The provider is taking immediate action to make significant changes to training for staff and hosts. Staff are suitably qualified and experienced. We observed a culture of teamwork and togetherness. Staff told us they feel “*Valued and listened to*”. The provider operates with a duty of candour and encourages feedback from hosts, individuals, other professionals, representatives, and staff.

The Responsible Individual (RI) meets with the service provider on a regular basis to keep them informed of how the service is performing. The RI records visits when meeting with staff, management, hosts and individuals to gather their views on how the service is working. Engagement activities are varied and inclusive.

There is clear oversight of APS Shared Lives. The RI completes a detailed Quality Care Review to monitor and evaluate the service individuals and hosts receive. The review is accurate and honest. We observed a service provider action plan highlighting procedural changes essential to the improvement of the service.

There is an electronic system for recording, storing, and updating paperwork. Most case recordings are detailed but some records are missing follow up communication. We found sensitive information being recorded alongside general case recordings. The provider is taking immediate steps to ensure case recordings are individualised.

Essential policies accessible to staff and hosts are not up to date. While no immediate action is required this is an area of improvement and we expect the provider to take action. We will follow this up at the next inspection. All staff are aware of their responsibilities around safeguarding and whistleblowing. Staff told us their confidence in the whistleblowing procedure has improved. Staff attend regular meetings and access up to date service information.

The procedure for supporting individuals to manage their money does not provide sufficient oversight and assurances that individuals are adequately safeguarded. While no immediate action is required this is an area of improvement and we expect the provider to take action. We will follow this up at the next inspection. The provider is proactive with a committed and dedicated staff team who are actively implementing changes to improve the service.

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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23	The service provider has insufficient procedures in place to support individuals to safely manage their finances.	New
2	The service provider has ineffective procedures relating to the provision of the service.	New

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