



Inspection Report on

Empower Support

**Empower Support Office
71 Mansel Street
Swansea
SA1 5TN**

Date Inspection Completed

15/09/2021 15.09.2021

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About Empower Support

Type of care provided	Domiciliary Support Service
Registered Provider	Empower Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection since registering with CIW in May 2020
Does this service provide the Welsh Language active offer?	Working Towards

Summary

Empower Support Ltd is a new service that registered with Care Inspectorate Wales (CIW) in May 2020. It is a domiciliary support service that provides care and support to adults primarily with mental health issues in their own homes across the Swansea and Neath Port Talbot region. The head office is in Swansea. There is a manager in the process of registering with Social Care Wales and the Responsible Individual (RI) is Catherine McAndrew.

People receive a good service from Empower Support Ltd with a team of care workers who are well trained and dedicated to their work. The management team are visible in the running of the service and keen to ensure that care provision is of the highest standard. There are systems in place to ensure there is oversight of the quality of domiciliary support delivered. The service is in the process of growing and the management team are keen to ensure that care provision remains of the highest quality.

Well-being

The service is well run and managed. There is clear oversight from the RI and management team. All care workers told us they have a positive working relationship with manager's feeling supported and listened too. People and relatives said communication and the service provided is very good. A relative stated *"they are flexible and are able to meet the needs of the individual...they are respectful and encouraging without taking over"*. There are robust systems in place for monitoring the quality of service provided. The RI completes regular audit checks and reviews to ensure the service continues to provide a good service.

People are protected as far as possible from abuse and neglect. There is a detailed safeguarding policy. All care workers told us they understand and have received training in relation to safeguarding and infection control. Care workers also receive training in relation to manual handling, first aid and medication administration. The training matrix evidences that nearly all care workers are up to date with their training. Care workers told us they received a good induction when they started in the service. Although support plans are detailed and thorough a risk assessment we viewed was not fully completed and does not adequately describe risks and actions in relation to a vulnerable adult. The RI informed us this will be addressed and is planning on introducing a commencement of service checklist. This will help ensure all support plans are sufficiently robust and detailed.

People contribute to and have a voice in decisions that affect them. There are assessment and support plans which people contribute to, and care workers actively follow. Care workers understand the importance of maintaining and developing people's skills and abilities. There is a 'getting to know you form' which contains detailed information regarding people's likes and dislikes, choices and preferences. The service works in partnership with people to promote progression and recovery. People also informed us that there is good continuity of care and generally they are allocated the same care workers. There are robust and detailed policies and procedures in place to guide care workers. The Statement of Purpose is an accurate summary of the service provided but needs updating to reflect the actual training provided to care workers.

Care and Support

The service provides a very high standard of care and support to people. We spoke to two people receiving a service and two relatives. All spoke highly of care workers and managers. One person told us the carers are *“always very polite, helpful and are all very good”*. A relative stated *“the carers are absolutely amazing... there is really good communication and nothing is too much trouble”*. A professional informed us *“they have proved to be a good service. We have had positive feedback from care managers, team managers and those individuals supported”*. We also received four feedback forms all of which contain very positive comments regarding the care provided to and received by people. The service is in the process of expanding having taken on several new support packages recently. An audit was completed of three care worker files as part of the inspection. We saw safe recruitment processes are in place such as Disclosure & Barring (DBS) and identity checks. Some care workers remain on zero hour contracts due to other commitments. The provider has offered permanent contracts and hopes to expand this as the service develops and grows.

The service provider considers a wide range of information to confirm the service is able to meet people's needs. We viewed three care files that mostly contained detailed and thorough information regarding people's care and support needs. The service completes an initial assessment to ensure it can safely meet support plan requirements. The manager also visits people in their homes to provide information about the service and give contact details. There is a “getting to know you form” which contains detailed information regarding cultural and spiritual needs as well as likes and dislikes. The service focuses on recovery and how to achieve this in partnership with the person. One risk support plan we viewed was only partially completed and does not contain adequate risk management information. However we are satisfied that the service is providing appropriate support to safely manage risks. While no immediate action is required, this is an area for improvement and we expect the provider to take action. Care worker rotas are managed by an electronic call monitoring system. Care workers told us this works well and there is flexibility in relation to call times to allow for additional time as necessary. This system also supports record keeping and informs staff handovers. Regular planned reviews take place to ensure the support provided continues to meet outcomes and needs appropriately and safely.

Leadership and Management

There are good oversight and governance arrangements in the service. The RI works in the service alongside a dedicated team leader who is in the process of registering with Social Care Wales (SCW) to become the registered manager. Both have a strong and supportive presence in the running of the service. All people and relatives confirmed that communication with managers is very good. A care worker informed us *“managers are always on the phone when needed and are very approachable”*. A relative told us they *“are reliable and always easy to contact”*. The RI has good knowledge of the service and completes regular quality assurance checks and reviews. These include discussion with people, relatives and care workers including obtaining questionnaire feedback. This process is developing as the service grows.

Comprehensive and detailed policies and procedures are in place to ensure care workers are aware of their responsibilities. There are robust infection control and Covid 19 procedures in place. The current statement of purpose needs updating to include actual staff training provided. The RI told us this will be amended. The Statement of Purpose (SOP) is detailed and accurately describes the service provided. However it needs to include more information regarding the current training provided to care workers.

Care workers receive training to help ensure they are competent and safe to deliver the service. Care workers told us of online training they had completed in recent months. We viewed the training matrix and saw that nearly all training for care workers is current and in date. Training includes core training in topics such as manual handling, safeguarding and first aid, also dementia and infection control. The RI informed us the training will be further expanded to include more specialist subjects regarding mental health as the service grows and develops. Care workers spoken to told us they had received a thorough induction process. The RI informed us they are in the process of adopting the Social Care Wales Induction Framework for all new care workers. Regular formal supervision is in place for care workers. Care workers told us they receive a good level of formal and informal support from managers.

Environment

The quality of environment is not a theme that is applicable to a domiciliary support service. However, the service operates from a self-contained secure office with good facilities for staff and off road parking. Rooms seen are clean and well equipped, with suitable space for record keeping and locked filing cabinets for the storage of confidential information.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

The provider needs to ensure there is a clear support plan for managing risk at the start of service provision.	Regulation 18(1)(a) Regulation 18(1)(d)
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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