



## Inspection Report on

**Seren Support Services Ltd (Cardiff and Vale)**

**Seren Support Services Ltd  
The Maltings  
East Tyndall Street  
Cardiff  
CF24 5EA**

## **Date Inspection Completed**

20 July 2022

**Welsh Government © Crown copyright 2022.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Seren Support Services Ltd (Cardiff and Vale)

Type of care provided	Domiciliary Support Service
Registered Provider	Seren Support Services Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of this service since registration under The Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	Yes. This is a service that provides the 'Active Offer' of the Welsh language. It can provide documentation in Welsh and will endeavour to provide a service through the Welsh Language if this is the person's preference.

### Summary

People are very happy with the service they receive from Seren Support Services, with some stating it is, “*Excellent*” and others saying they would “*Rate it highly*”. People receive care and support in accordance with their care plans and are helped to access health professionals. People are kept safe and mostly supported to achieve agreed outcomes, but the provider is aware that care plan reviews need to address any deviation from agreed call times, and this needs to be followed up with the local authority's social services if required. The 'Welsh Active Offer' is provided for anyone whose preferred first language is Welsh.

Care workers are safely recruited and have good induction and training. The team of staff feel valued and supported and we are told of the 'family values' the service provider has, and how they take care of their staff and provide benefits for all staff working within the organisation. A manager is in place to oversee the smooth running of the service and a responsible individual (RI) is in place to review the quality of care. They carry out their roles with due diligence. Information and documentation throughout the service is well organised and up to date. Electronic systems are constantly being reviewed and updated to provide better monitoring and oversight.

## Well-being

Information is available to people about the service to help them make choices. Mostly people are supported through care packages arranged and agreed with the local authority social services and the service agrees to deliver the service to meet these needs. Personal plans developed by the service reflect people's needs but also reflect the person's health and social history so that care workers can understand the person they are supporting better. Personal plan reviews take place and people are able to comment on the care provided. The majority of people had no concerns and said that all staff are approachable and knew they could raise issues if they needed to.

People are supported with their physical and mental health well-being. A 'Medication Assistance' service is provided for some people to ensure they can take their medication at the required times. People are supported with nutrition and hydration if care plans state this, and we saw daily records to show this is complete. The managers have good contact with the local authority's occupational therapists and make relevant referrals to support individuals. Details of other professionals involved, such as opticians, is recorded and items to support are listed, such as glasses. People told us they had no concerns about the care provided and we were told by one relative that the service is "*Very valuable.*"

The provider makes every effort to protect people from harm and abuse. Risk assessments help to identify any areas where a person may be more vulnerable and need protecting from harm; these are in place. Policies and procedures support care workers to ensure good practice is followed. Care workers also receive thorough training to ensure they can support people correctly, including helping someone to move safely. The service checks that all staff are able to work with vulnerable people before they become an employee.

Details within the daily logs evidence that people are valued by the care workers who try to ensure that support preferences are followed. For one person we saw that they like a particular brand of aftershave applied following shaving, and records showed this was consistently done. People are offered a service through the Welsh language if they wish.

## Care and Support

The service provider ensures that people have an accurate and up-to-date plan for how their care is to be provided to meet their needs. Packages of care are generally commissioned through the local social services, often there is limited information available to the manager so they are unable to complete a full assessment before agreeing to provide care. The service makes every effort to collect further information so that the preferences of the individual are recorded, and people are given opportunity to be part of agreeing desired outcomes. Risk assessments are completed. Personal plans contain detailed care plans that inform care workers how best to support people they are caring for. Good background information is also included about a person's health needs. Some task descriptions are a little general and repetitive; these could be more time specific e.g. outline exact needs when going to bed, not just 'dress/undress.' There is no impact on people due to this, but the manager and RI acknowledged this could improve. Care workers complete daily records to evidence the care provided; we saw that there were inconsistencies in the depth of details in the recordings, but the manager is aware and is working with the training team to address this. Care plan reviews involve the individual or their representative. Whilst this is routinely completed, we found one person required review of their package of care with the Local Authority to help meet their needs, but this had not been arranged. A manager at the service took immediate action to address this.

People are very happy with the care workers who support them and we are told that they are, "*Polite and courteous.*" People also like the service management and staff who support in the office, telling us they are "*Very approachable and sympathetic.*" People are aware of how to raise a concern and who to go to if they needed to discuss anything.

Overall, visit times are completed as agreed in people's care plans. People we spoke with are generally happy with the timings of their calls and understand when these are slightly delayed. We saw that the visits for one person were outside of the agreed call times impacting on their ability to manage daily living tasks. As this was addressed immediately by the service we have not considered this as an 'Area for Improvement' but expect the provider to monitor and consider call time deviances as part of the reviews of care plans.

Medication prompts are provided by care workers and this is recorded electronically. We saw gaps in some electronic records. The gaps are sometimes caused by an internet access problem, but the provider has systems in place to safeguard individuals to ensure the medication has been taken as all gaps generate an alert on the system that prompts office staff to confirm the task has been completed.

## Leadership and Management

The service is provided in accordance with the Statement of purpose (SOP). There is well organised information available for people within the SOP and 'Service User Guide,' which includes details of the complaints procedure. These documents can be made available in Welsh if this is people's preferred language, and people are asked if they would like the service delivered in Welsh. The RI considers the quality of care and produces reports that show what the service does well and identifies resources needed and any action to take to improve the service. As part of the reviews they visit the service and consult with people and staff. The service provider has policies and procedures in place that are easily accessible to all staff through the electronic systems used. An experienced manager is in place to oversee the smooth running of the service.

People are supported by care workers who are suitably skilled to undertake their roles. the service in the Cardiff area is relatively new, though the organisation has services in other areas of Wales. The service benefits from a qualified trainer who oversees the thorough induction of care workers in addition to training such as 'Moving and Handling', 'Infection control', and 'Medication.' The competencies of care workers are also tested regularly, including 'Medication assistance.' Care workers are recruited safely. New care workers complete a robust induction training package on commencement of employment, and attend regular review meetings with a line manager throughout their probationary period. Care workers told us the induction and training is good and they feel competent to carry out their role.

Care workers are supported in their roles and encouraged to register with the care workforce regulator. Many staff are registered with Social Care Wales, and the service has a clear pathway for other care workers to register. Care workers have supervision meetings with a line manager so they can discuss their work and their developmental needs. 'Spot checks' are carried out with care workers in the community to ensure they are following procedures, including using personal protective equipment appropriately, such as gloves and aprons when carrying out personal care. The manager feels fully supported and has daily contact with the RI. Due to setting up the service and ensuring the focus is on new employees, more formal supervision meetings for the manager have not been recorded but this is about to begin.

The service provider values employees and has numerous benefits available to them. The hard work of the team is acknowledged by the RI who invites them to event days to celebrate. Care staff told us that they felt valued and supported; they like the communication between everyone in the service, which they describe as '*fantastic*.' Staff

know the RI and appreciate the support from them as well as the manager. Team meetings are arranged to help staff involvement in the running and development of the service. The organisation also uses surveys to gain understanding of how they can support staff more and encourage suggestions of improvement.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
------------	---------	--------



N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

**Date Published** 02/09/2022