



## Inspection Report on

**Llesiant Delta Wellbeing CONNECT**

**Carmarthenshire County Council  
3 Eastgate  
Llanelli  
SA15 3YF**

## **Date Inspection Completed**

25/05/2023

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## About Llesiant Delta Wellbeing CONNECT

Type of care provided	Domiciliary Support Service
Registered Provider	Llesiant Delta Wellbeing
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	10/02/2022
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

This distinctive time limited service puts the health and wellbeing of people at the centre of its multi-disciplinary operation. People, their relatives and health and social care professionals greatly value the care and support provided from a committed and knowledgeable manager and staff team.

Care records provide an overview of the person and their needs, however, more information on how care and support should be delivered is required to better support the care workers and ensure people's needs are being fully met according to their preferences.

The Responsible Individual (RI) uses their Regulation 73 visits and quality audit tools to ensure they have a good overview of the service. Care workers and people are actively involved in reviewing the service.

## Well-being

People's individual circumstances are considered. Service delivery plans and risk assessments are completed, however, additional person-centred details to support care workers is required. The service works closely with a multi-disciplinary team of professionals from health and social care to ensure the best possible outcomes are achieved for people.

People have their views recognised and listened to. Opinions of the individuals are sought as part of the Regulation 73 visits conducted by the RI. Feedback and audits are used to review and improve the service. The RI and manager continue to be a strong leadership team in driving the service forward and developing and delivering a valuable and appreciated service.

People are protected from the risk of harm as far as it is practical. Staff go through a thorough recruitment process, receive an intensive induction, attend a range of training and have regular supervision. Policies and procedures are in place to support safe practice. People feel reassured by the service they receive and capability of the care workers.

## Care and Support

People receive a time-limited service provided by caring and capable staff. Feedback from people and their relatives reflects the value they put on this service including *“they [care workers] were very accomplished carers. We are more than satisfied with Delta”, “the staff were so suited to the jobs, I am totally in awe of them”* and *“the service is so reassuring in what was a very stressful and upsetting time”*.

Whilst assessments of people’s needs are provided, this has been identified as an area which needs to be strengthened to ensure care workers have as much information about the person before their initial visits. The RI and manager are working with commissioners of the service to make sure this is addressed.

People receive care and support to meet their needs. Service delivery plans provide good background details about the person but lack some detail about the specific needs of the individual. Plans should be more person centred to better inform care workers what the person’s care and support needs are and how this is to be provided. Service delivery plans and risk assessments are reviewed during the period of the service.

The service works closely with a multi-disciplinary team of professionals from health and social care. This integrated approach has the person at the centre of its service to ensure the best possible outcomes are achieved. People and/or their representatives are involved in the planning and review of the care and support they receive. The manager assures us this information will be better recorded when a new system is introduced in the near future.

Care staff speak positively about the service they provide through working for Llesiant Delta Wellbeing including *“I’m passionate about empowering people to maximise their independence”, it is very rewarding knowing that you can help people. With this service we are providing, its good knowing that we can help people come home from hospital early and get back to being independent in their own homes”* and *“working on Response has fulfilled my hopes of finding a role that can be exciting, rewarding and sometimes challenging”*.

## Leadership and Management

People receive care and support from a staff team who are well trained, supported and developed to carry out their roles. Care workers have a thorough induction, a range of training, regular supervision and an annual appraisal. Care workers we spoke with told us about their experiences of working for Llesiant Delta Wellbeing including *“this is great place to work, I had a really good (but intense) induction and I’ve had lots of training”, “I love it, this is the best move I have made. I am really well supported by management, pushed to develop myself and to use my autonomy”, “the manager and RI are very good, they are always there if you need them”* and *“[manager] is very approachable and supportive along with the team leaders”*

In addition, members of the multi-disciplinary teams who work alongside the service compliment the leadership and management telling us *“the staff and management of Delta really care and work tirelessly for the people they provide services to”* and *“[manager] is very positive and a breath of fresh air. She supports her staff teams very well.*

There are robust governance arrangements in place. The RI completes Regulation 73 visits and Quality of Care reports within the required times. CIW have received copies of the RIs reports which demonstrate she obtains feedback for people and their relatives who are or have used the service and from staff employed by the organisation. Care workers confirm they know who the RI is and that she speaks with them to obtain their views. The manager and RI complete a range of audits and quality monitoring to help inform the delivery and direction of the service. Both work well together and have a clear vision on how they want to develop the service for the future.

There are thorough recruitment and selection practices in place. The staff records we looked at have all the required documentation and clearances in place prior to the care worker commencing employment.

There are policies and procedures in place which are regularly reviewed. Appropriate on-line notifications are submitted to CIW when required and the Statement of Purpose reflects the service being provided.

As Llesiant Delta Wellbeing is the regulated part of the service, the RI and manager need to continue to be mindful of the distinction between this service and the unregulated CONNECT service.

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