



# Inspection Report on

**Drive Western Bay**

**Drive  
Unit 8  
Cefn Coed  
Cardiff  
CF15 7QQ**

**Date Inspection Completed**

23/04/2024

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## About Drive Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	Drive
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">31<sup>st</sup> January 2023</a>
Does this service promote Welsh language and culture?	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

Drive provides care and support to people in their own homes throughout South Wales. This report covers the Western Bay and Gwent regions. The majority of people supported by Drive live in a supported living setting. However, people living with their families or on their own can also access home care targeted support.

People receive a very high standard of person-centred care and support. People have control over their own lives and are supported to make choices. The support provided aims to help people maximise their independence and enjoy community life. People's personal plans are extremely detailed, setting out care and support needs, highlighting risks and detailing people's likes, dislikes, and preferences. Personal plans are routinely reviewed to ensure care staff have access to the most up to date information. A multi-disciplinary team of professionals provide guidance and support for people with complex needs, devising specialist plans detailing the most effective approaches regarding the delivery of care and support.

The service is well-managed. Care staff feel supported and valued. Care staff are safely recruited and receive relevant training. Strong governance and quality assurance systems help the service run smoothly. People and their representatives are regularly consulted on the service they receive with their feedback helping to drive improvements. The service works in partnership with other organisations to provide opportunities for supported people.

## Well-being

The service has effective measures helping to protect people from harm and abuse. There are policies and procedures in place underpinning safe practice. These include safeguarding, whistleblowing, medication, and infection control. Policies and procedures are kept under review and updated when necessary. Care staff are safely recruited and trained to meet the needs of the people they support. People's personal plans contain a high level of information relating to their care and support needs as well as information about risks to their health and safety. Care staff are aware of their safeguarding responsibilities and know the procedure for raising concerns.

Support is provided to meet people's health needs. People have access to health and social care professionals. Care staff are aware of people's health conditions and can refer to the relevant professional for advice and support when needed. Specialist care and support plans are in place for those who need them. Robust medication management measures are in place ensuring people receive their medication safely as prescribed.

People help shape the service they receive with their views, needs and wishes being considered. Personal plans highlight people's personal outcomes as well as the practical care and support they require. People are involved in the care planning process putting them at the forefront of the care and support they receive. People are supported to engage in meaningful activities, maintain relationships and play an active role in community life. A high standard of care and support is provided which enhances people's overall well-being.

The service supports people to understand their rights and entitlements. Information about the service provided is available in a range of formats including easy read. People are encouraged to join groups where they learn about their rights and make decisions about service provision. People are supported to understand things like tenancy agreements and are supported to make informed decisions about their day to day lives. People we spoke to confirmed they are given choices and are listened to.

## Care and Support

People's personal plans contain a very high level of person-centred information. They clearly capture people's interests, likes, dislikes and preferences. They also detail clear concise information regarding people's care and support needs. The service works closely with people and their representatives to ensure they have the correct information regarding the best ways to support people to achieve their outcomes. Risk assessments are devised using a strengths-based approach. They consider the benefits of taking risks so people can experience positive risk taking safely. Where people lack the capacity to make decisions regarding their care and support, best interests' decisions are made by the multi-disciplinary team. They also assist the service in devising specialist care and support plans to manage people's health needs and behaviours that challenge.

The service provides high quality care and support improving people's overall well-being. Care staff have access to extensive information regarding people's care and support needs. Care staff receive training relevant to the needs of the people they support. The service focuses on people's strengths, likes and preferences and finds innovative ways to support them to do the things they want to do. Activity planners show people engage in a range of activities they enjoy. These include leisure pursuits, volunteering, supported employment opportunities and daily living skills. People's engagement in activities is closely monitored so levels of support can be determined. Care staff recognise what people can do for themselves which helps promote people's independence. People are encouraged to access community facilities and maintain relationships with family and friends. We saw evidence the service works in partnership with other organisations to expand opportunities for people using the service.

People have good relationships with care staff and provided complimentary feedback. We spoke to a number of people using the service, one said, *"I like all of the staff, they are nice"*. Another person commented, *"The staff are fabulous, they are very helpful"*. We also received complimentary feedback from people's relatives regarding the service provided. One relative told us, *"I am very happy with the service, we've had lots of different providers. Drive have been the best so far"*.

People can access the relevant health services to provide support with their health needs. We saw evidence people are supported to attend routine appointments and have access to ongoing care and support from professionals such as consultants and specialist nurses. Information about people's health needs is documented in their personal plans providing care staff with an overview of any applicable care and support they may require. There are systems in place ensuring medication is stored and administered safely. There is a medication policy aligned with best practice guidance. Care staff receive medication training and have their competency checked. Medication administration records (MAR) are free from errors and audits are performed regularly to identify and action any issues.

## Leadership and Management

People are supported by a provider that shows commitment to providing high quality care and support. Governance and quality assurance measures are strong. Area managers conduct regular audits considering people's care documentation, safeguarding referrals and health and safety. The RI maintains effective oversight by conducting regular visits and speaking to people and staff where their views are sort to inform improvements. Performance reports we viewed showed consultation with people and their representatives with feedback indicating they are overall happy with the service provided. Six monthly quality of care reviews are conducted. These aim to identify the services strengths and areas where improvements can be made. Following the review a report is published. We looked at the latest quality of care reports and found they consider a wide range of information including feedback from stakeholders, safeguarding matters, and people's outcomes. Where areas for improvement have been identified, action plans with timescales are implemented to address them.

Care staff are recruited in line with regulation. There are robust selection and vetting practices which help the provider appoint suitable staff. We saw the provider completes all the necessary pre-employment checks prior to offering a potential employee a contract. Records we viewed show all staff have up to date Disclosure and Barring Service (DBS) checks and have had references from previous employers checked. On commencement of employment care staff have to complete a structured induction where they shadow experienced members of the team and spend time getting to know people. A wide range of training is also completed including core and any specialist bespoke training relevant to the needs of supported people. Ongoing training and development opportunities are provided with care staff being encouraged to complete recognised qualifications in care. We saw care staff are registered with Social Care Wales. This is done to ensure care staff are suitably skilled and qualified.

Care staff are happy working for the service and feel supported and valued. Positive feedback we received from care staff confirmed this. One member of staff we spoke to said, *"My manager is really good, if I have a problem, I can always go to her for support"*. We looked at records relating to formal support and found staff receive supervision every three months and have an annual appraisal. Staff we spoke to told us these sessions were valuable as they gave them the opportunity to discuss their work and set development goals. As well as traditional managerial support, staff have access to additional support services which provide advice if they are facing difficulties with their mental, physical, or financial well-being. Staff forum meetings allow staff from different areas to share good practice and discuss operational matters. Care staff can also join focus groups where they are involved in developing systems and procedures within the 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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