



# Inspection Report on

**Active Care Group - Gwent**

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Waterloo Road  
London  
SE1 8UL**

**Date Inspection Completed**

14/10/2024

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## About Active Care Group - Gwent

Type of care provided	Domiciliary Support Service
Registered Provider	Staff Management Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	25 July 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Active Care provides people with support in their own homes. People are mostly happy with the service provided. People are well-supported and are encouraged to remain as independent as possible, for as long as possible. Care workers are dedicated to their roles and treat people with kindness and respect. Personal plans and risk assessments are robust and co-produced with people on an ongoing basis. People are mostly supported to achieve well-being outcomes to improve their emotional and physical well-being. Some people raised concerns about unfamiliar care workers not being able to meet their needs which has had a negative impact on their well-being. Robust governance and quality arrangements provide management and the responsible individual (RI) with good oversight of the service provided. People are regularly asked for their feedback which is used to improve the service. People are supported by staff who are safely recruited, well-trained, and supported. People and staff alike offered us positive feedback about the service provider.

## Well-being

People mostly have choice and control over their day to day lives. Care packages are designed around people to promote their independence and well-being as much as possible. A detailed service user guide helps people understand what opportunities are available to them and how the service can best support them to achieve their goals. For some people, this includes having 'live-in' support workers who help them with most aspects of their lives, ensuring they maintain well-being. People are encouraged to learn and develop to their full potential and do the things that matter to them. Some people told us that whilst their care and support is mostly positive, unfamiliar care workers have had a negative impact on both their emotional and physical well-being. This is largely due to unfamiliar care workers not fully understanding their individual needs or not having the skills necessary to help them achieve well-being.

People are mostly listened to, and their individual circumstances are considered. Personal plans are robust and consider people's all-around well-being needs. People are encouraged to speak for themselves and contribute to the decisions that affect their lives. Feedback is regularly sought from people to make sure they are happy. People's representatives are involved in their care, where appropriate, and people are encouraged to engage in healthy relationships.

People are supported to stay happy and healthy. Emotional and physical well-being needs are comprehensively outlined in personal plans and risk assessments. Important information is highlighted to draw attention to it, ensuring care workers are familiar with people's critical needs and risks. Realistic and person-centred well-being goals are devised to help people develop skills and become more independent. This helps people improve their emotional and physical well-being.

People are safe from harm and abuse. A comprehensive safeguarding policy and robust safeguarding protocols help to keep people safe. People's support workers and managers regularly ask them if they have any worries or concerns. People are given written guidance explaining their right to complain. Care workers are safely recruited to ensure they have the right character and skills for their roles. Care workers undergo core training to make sure they can perform their duties safely and effectively.

## Care and Support

People are mostly treated with dignity and respect by dedicated care workers. Most people have familiar care workers who provide consistent and long-term care and support. However, some people have experienced insufficient support from care workers who provide temporary care when their familiar care worker is on annual leave. Some people told us temporary care workers are often not suitably skilled and do not fully understand their support needs enough to provide consistent and sufficient care. This has occasionally impacted both their emotional and physical health needs. Whilst no immediate action is required, this has been identified as an area for improvement for a second occasion, and we expect the service provider to take timely action.

People's personal plans are robust. Personal plans are co-produced with people and written from their perspective. Personal plans offer social histories of people, as well as their main likes and dislikes, what is meaningful to them, and their aspirations. This is important so that care workers can get a sense of who the person is and what is most important to them so they can achieve well-being. Personal plans provide care workers with the information necessary to deliver person-centred care. This means care workers tailor their care delivery based on the needs and preferences of people. People's wellbeing and health needs are comprehensively outlined in a person-centred way. Risk assessments are robust and help mitigate unnecessary risk to keep people safe. Care workers help people work towards personal well-being outcomes so that they continually learn and develop. Personal plans are continually reviewed to ensure they are accurate and up to date. Daily records are consistently completed, although these do often lack thorough detail. The service provider offered us assurance this would be improved.

People are supported to take their medication safely. The service provider's medication policy is robust. Medication trained staff support people to take medication as per the prescribers' guidelines. Self-administration of medication is encouraged to promote independence. Regular medication audits help identify areas for improvement.

## Leadership and Management

People are provided with accurate and thorough information about the service. A comprehensive statement of purpose (SOP) reflects the service provided which helps people choose a service which can meet their needs. A written guide to the service informs people what opportunities are available to them and how the service can best support them to achieve well-being. People supported by the service provider were involved in the writing of this written guide. Key policies underpin safe and consistent practices.

Strong governance arrangements ensure a smooth and effectively run service. Management are dedicated to their roles and know people well. A good range of quality assurance audits and tools provide managers with good oversight of the service provided. The RI knows people well and undertakes their regulatory duties diligently. RI quarterly visits focus on visiting people at their properties and asking for their feedback. Improvement plans are developed from this feedback and acted on promptly. Proactive auditing provides the RI with good oversight of the service provided. These audits are included as part of the RI's Quality of Care reports every six months.

People are mostly supported by care staff who are suitably fit and have the knowledge and competency to provide good quality care and support. Care staff are safely recruited to ensure they have the right character and skills for the role. This includes having a disclosure and barring services (DBS) check before supporting vulnerable people. Care staff undergo all core and specialist training so they can undertake their duties safely. Care staff are supervised by management. Care workers we spoke to offered positive feedback and feel supported in their roles.

### 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.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
22	The provider must ensure that all staff have the skills to meet people's needs consistently at all times.	Not Achieved



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**Date Published** 06/11/2024