



# Inspection Report on

**Innovate Trust Community Living**

**Innovate Trust  
433 Cowbridge Road East  
Cardiff  
CF5 1JH**

## **Date Inspection Completed**

08/05/2024

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## About Innovate Trust Community Living

Type of care provided	Domiciliary Support Service
Registered Provider	Innovate Trust Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">5 August 2022</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

People are unanimously happy with the quality of care and support they receive from the service. The provider promotes people's rights and choices, meaning the service includes people in every aspect of planning their care and support. The breadth of meaningful activities and wealth of experiences people have with the service is commendable. Care staff follow a range of documentation when providing people with care and support and they demonstrate a great deal of knowledge about individual preferences.

The organisational structure is clear and there is consistent leadership and management of the service. They provide care staff with up-to-date policies and procedures. The service takes a fresh approach when communicating with people to get their views on the care and support they receive. Overall, care staff feel valued and supported by management. The responsible individual (RI) has effective oversight of the service and is responsive to matters which may impact on the quality-of-care people receive. There are systems in place to monitor quality assurance and implement any changes the RI and management identify. Monitoring successfully identified some gaps which we found during the inspection but not all. We observed negligible gaps in service agreements, training, and medication forms.

## Well-being

People are treated with dignity and respect. There are reassuring bonds between people and care staff. They are comfortable talking about any worries or anxieties they may have, which is essential for emotional well-being. One person told us '*They have helped me when I was not in a good place, I would not have gotten through stuff without the staff.*' People are involved in shaping the service they receive. The provider is innovative in how information, news and service updates is shared. Documents are available in easy read, and newsletters and some reports are available through interactive media and video format. The service is revising documentation to be inclusive to people who would like to communicate in Welsh, and it strives to promote linguistic diversity and cultural identity within people's homes.

The service considers people's individual circumstances. This is important when a new person moves into a shared home to ensure people are compatible and home life is not negatively impacted by the change. People are happy with the care and support they receive and speak positively about the care staff who support them. There is a strong emphasis of people doing things for themselves and they have the right level of care and support to meet their individual needs. One person told us '*I have learnt a lot.*'

People have a strong sense of belonging and their social well-being is very important to the service. The service captures information about a person's interests and together they plan their goals. People are recognised for their achievements and their uniqueness, which is celebrated in various ways for lots of different reasons such as birthdays, important milestones, work, or academic success. Care staff are enthusiastic and take pride in the achievements people are experiencing. Some people take full advantage of a safe social media platform called Insight, which the service manages. People are in control of their on-line profile, they share their news, form new relationships, and join groups with like-minded people. The use of technology to engage and communicate is refreshing, forward thinking and inclusive.

People get the right care and support because staffing levels and skills are sufficient to meet people's needs. People experience consistency from established teams with occasional bank staff who are known to the service. This is important to ensure people are familiar with all care staff coming into their homes.

## Care and Support

People know and understand what care, support and opportunities are available to them. They have access to plenty of information, but we did not see regulatory documents such as the service user agreement. The RI is taking immediate steps to make this available to people in the most suitable format.

Supporting people to be as independent as they can be is a strength of the service. The service includes people when developing the personal plan and identifying their goals and aspirations. We found reviews of the personal plan are regular and care staff note changes in care and support and progress with goals and aspirations. It is not always clearly documented when people and their representatives have had input, but people tell us they take part.

People are treated with dignity and respect, and we observed care staff being kind, sensitive and considerate to individual circumstances and needs. Care staff follow various documents to support people to consistently achieve their daily outcomes. Records tell us people receive the right care at the right time and we observed how the service respects people's privacy and rights. People receive support to follow their personal care routines and to keep up with personal grooming.

People receive support to be as healthy and active as they can be. Records tell us care staff support people to have regular contact with other healthcare services such as GP, dental, chiropody and other therapeutic services. We found detailed records of appointments, and input from other professionals. The level of support a person needs to attend appointments and to achieve good health are well- documented by the service.

People receive appropriate support to manage their medication depending on their assessed level of need. The medication policy informs care staff of their responsibilities. Medication recording charts are complete, but we did not see consistency with some paperwork. The RI is taking immediate actions to resolve this to ensure staff teams across the service work in line with the medication policy.

People are protected for harm and abuse. We saw care staff following good infection prevention control measures within people's homes. There is ample supply of personal protective equipment (PPE). Care staff receive training and competency checks to maintain their skills, knowledge and understanding of how to keep people safe. There are robust systems in place to protect people from financial abuse with effective oversight from management.

## Leadership and Management

The organisational structure is clear, and the RI demonstrates effective management of the service with established systems and procedures which generally work well. Staff roles and responsibilities are well-defined. The RI has regulatory responsibility for monitoring the quality of the service people receive. Quality assurance activities are complete. The RI visits people at home, they speak with care staff, and they sample documentation. The RI produces a quality-of-care review which informs the provider what is working well at the service and what they could do better. The review shows the service is working well, and they act when issues arise. The service show cases the achievements and outcomes of people, adding value to the quality assurance documentation.

Engagement with people is good and there are innovative ways the service is capturing their views by using peer support, safe social media platforms and people participation groups. The service uses technology and interactive media to share news and service updates to promote accessibility to information. The service values the feedback people provide to inform service improvements.

Oversight of events such as concerns, complaints and matters of safeguarding are robust with an improvement log being well managed. We found the service operates with honesty and transparency with a strong willingness to make improvements and address sensitive matters.

Overall, the service follows safe recruitment procedures. Most records relating to pre-employment checks are complete. All care staff hold a current disclosure and barring certificate (DBS), and those who are eligible are registered with Social Care Wales, the workforce regulator.

Care staff receive regular supervision and told us '*Supervisions focus on my personal development.*' The service provides care staff with a detailed and informative induction, and some told us '*I feel reassured that Innovate will support me within my role.*' The service monitors the training compliance. Many care staff are up to date with core training and competency checks but not all. The RI and management are taking immediate action to support care staff to complete all required core and specialist training.

Overall policies and procedures are written in clear language and are easy to follow, understand and access, but some contain out of date information. The service involves people in policy writing and shaping key documents which is progressive and inclusive. The statement of purpose accurately reflects the service people receive.

### 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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