



## Inspection Report on

**Shared Lives Powys**

**Powys County Council  
The Gwalia  
Ithon Road  
Llandrindod Wells  
LD1 6AA**

**Date Inspection Completed**

23/05/2024

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## About Shared Lives Powys

Type of care provided	Adult Placement Service
Registered Provider	Powys County Council Adults and Children's Services
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act Parts 2 to 16 of The Adult Placement Services Regulations 2019.</a>
Does this service promote Welsh language and culture?	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

Individuals are unanimously happy with the care and support they receive from approved shared lives carers who work with the service. The provider follows robust procedures to recruit those who choose to become a shared lives carer. A thorough assessment allows the service to get to know shared lives carers very well. The service involves the individual when completing the personal plan which informs the shared lives carer of the level of care and support needs. Person centred care is at the heart of the service and promoting people's rights and choices is of great importance to the provider.

Shared lives workers support shared lives carers to maintain skills and knowledge and to fully understand their roles and responsibilities. Shared lives workers receive training, support and supervision from management. There are clear governance arrangements for the monitoring, oversight and management of the service. The responsible individual (RI) monitors the quality of the service individuals receive. We found not all their monitoring activities are robustly recorded, and there are minor gaps in training and policies. The RI and management are quick and responsive to update and change ways of working to meet all the regulatory requirements.

## Well-being

The provider offers accessible information about the service to individuals and their representatives and is available in Welsh for those who request it. The service captures the cultural, spiritual and religious needs of the individual which is essential in ensuring they meet the right shared lives carers. Careful consideration is given when the service makes introductions to ensure individuals can meet shared lives carers with similar interests, a suitable home life and the skills and knowledge to meet their care and support needs. Individuals, shared lives carers and the service complete an arrangement agreement, but some information is missing. This means individuals may not have all the details they need before agreeing to accept the arrangement terms.

Individuals are treated with dignity and respect and the service fully includes them and their representatives in decisions which affect their life. They told us they are given the choice of where they want to live or stay for short breaks, and representatives told us introductions to new shared lives carers is done in a manageable way. Individuals told us of the positive impact in their mental well-being because they experience care and support from the service. We found shared lives carers to be compassionate and strong advocates for individuals and they are immensely proud of seeing them achieve their goals.

Individuals told us they are happy and do the things which are important to them. The service offers them the opportunity to have fulfilling lives and be part of a shared lives family. For those who experience a successful shared lives arrangement we found they have lots of enriching experiences. They told us they belong, and value being part of family life and enjoy all the things families do together, such as holidays, celebrations, days out and the comfort of homelife. Individuals receive support to safely maintain and experience relationships outside of the family network, which helps develop their independent skills and have a fulfilling and active social life beyond the shared lives home.

The service has systems in place to protect individuals from harm and abuse. Policies are in place relating to safeguarding, whistleblowing, and the suitability of the service. Robust assessments of new shared lives carers ensure individuals will receive support from people who are deemed to be appropriately skilled, knowledgeable and have the right values to become a shared lives carer.

## Care and Support

Individuals know and understand what care, support and opportunities are available to them from the shared lives service. There is up-to-date service information in accessible formats. Referrals to the service are well managed and shared lives workers meet with individuals to involve them at each stage when arranging suitable care and support. The service involves them when completing their personal plan and risk assessments.

Individual circumstances are considered, and their contribution in choosing their care and support is valued by the service. They get to choose which shared lives carer they would like to live with or take short breaks with. Shared lives carers receive information about an individual's care and support needs, their lifestyle, and preferences. Introductions are well managed by the service and individuals experience good standards of care and support within a family setting.

An Individual's voice is heard and listened to. The systems for reviewing and updating the personal plan works well and we found reviews happen every three months involving the individual. Personal plans inform shared lives carers of an individual's needs, promotes independent living skills and focuses on positive outcomes. Most care and support needs are detailed within the plan but not all. This is essential for individuals who may not be able to tell their shared lives carer what they need help with. The provider is committed to enhancing personal plans to ensure shared lives carers remain fully informed.

There are systems for ensuring individuals receive support to keep as healthy as possible. The service monitors the arrangement and we found individuals access health care professionals with the right level of input from the shared lives carer to do so. Individuals receive support to manage their medication. We found the service does not have a current medication policy and not all shared lives carers are up to date with medication training. The RI is taking immediate action to ensure shared lives carers refresh their knowledge and the policy is up to date.

Individuals tell us they feel safe and trust the service and their shared lives carers. We found effective safeguarding procedures. Shared lives workers and carers complete safeguarding training and risk assessments are in place for individuals who require them. The service and the shared lives carer enter into an agreement whereby everyone's responsibilities are clear. We found all carer agreements are in place.

## **Environment**

The provider operates from a premises that has suitable office space for the employed staff, with meeting rooms and staff facilities. Records are stored securely in line with legislative requirements. The service supports shared lives arrangements in a wide geographical area, so meetings and training opportunities with shared lives carers sometimes use technology such as virtual meetings and on-line training.

The service completes a thorough assessment of a shared lives carer's home before they are approved to provide care and support. The service monitors the homes where care and support is provided and the shared lives carer has responsibilities for the health and safety of individuals and maintenance of their home.

## Leadership and Management

The structure of the service is clear and systems for monitoring and evaluating the quality of the service is sufficient. The RI meets with the management on a regular basis and there is good day-to-day oversight of the service. There is evidence the RI carries out quarterly monitoring visits, but records of the visits lack detail. The RI is making positive changes to the documentation to capture the necessary information and meet the full regulatory requirement. The RI produces a six-monthly quality-care-review, which informs the provider of what is working well and what the service is working towards. The RI engages with individuals and shared lives carers to seek their views to inform service improvement.

The service follows safe recruitment procedures for staff and shared lives carers. There are disclosure and barring certificates (DBS) in place, and the management is registered with Social Care Wales, the workforce regulator. The service completes a thorough assessment with people who express an interest in becoming a shared lives carer. Information relating to skills, knowledge, experience, family history, environment and social circumstances are comprehensively assessed.

Policies and procedures are in place, and most are up to date but not all. All staff and shared lives carers have access to necessary policies and there is a good level of understanding about safeguarding and whistleblowing procedures. The RI is aware of the need to safeguard individuals to manage their finances and day-to-day money management and is making immediate changes to ensure this is effective.

Shared lives carers receive training and an annual appraisal to maintain their skills and knowledge. Most training is up to date but not all. But the provider has resources to support and guide shared lives carers to complete their training which is working well to bring training up to date.

Shared lives workers complete core training and are suitably qualified for their role. They receive regular supervision and tell us they are valued and listened to by management. There is a culture of strong and supportive teamwork and the relationship between the workers and the carers is mutually respectful and professional. The shared lives carers appreciate the support they receive from the service.

The provider produces a statement of purpose (SOP) which is a legal requirement to inform stakeholders of the service and how it will be delivered. The SOP accurately reflects the service, and it is kept under review.

### 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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