



Inspection Report on

South East Wales Shared Lives Scheme

**Caerphilly County Borough Council
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Date Inspection Completed

04/07/2024

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About South East Wales Shared Lives Scheme

Type of care provided	Adult Placement Service
Registered Provider	Caerphilly County Borough Council Adults and Children's Services
Language of the service	English
Previous Care Inspectorate Wales inspection	14 March 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and is demonstrating an effort to promote the use of the Welsh language and culture.

Summary

Individuals are happy with the care and support they receive from dedicated and caring adult placement (AP) carers. AP carers are better known as shared lives carers. The way in which the service recruits shared lives carers is a strength of the service. The skills and knowledge of the shared lives (SL) workers employed by the service means individuals are matched with the most suitable shared lives carer to meet their needs. Individuals experience consistently good outcomes, and the ethos of the service promotes independence within a supportive family setting. Shared lives carers access up-to-date information about an individual and communication between SL workers, shared lives carers and individuals is effective.

Leadership and management of the service is strong, and their depth of knowledge and experience provides SL workers with effective support and guidance. SL workers receive valuable supervision, and their personal development is important to the service. The management team are responsible for the day-to-day operation of the service and the responsible individual (RI) is accountable for oversight and governance. Since the last inspection we found improvements in the retention of documentation which is a regulatory requirement.

Well-being

Individuals understand what care, support and opportunities are available to them when they choose this service. They have the choice of where they want to live or take a short break for respite. Individuals access information and have opportunities to meet with shared lives carers and experience visits before decisions are jointly made about where they want to live. Individuals sign an arrangement agreement with suitable support to ensure they are making an informed decision and understand the terms of the agreement. Individuals told us *“I feel listened to, and I am happy to be part of shared lives.”* The service caters for individual circumstances and preferences when matching them with the most suitable shared lives carer. Information is available in Welsh for those who require it. The service provides an ‘Active offer’ and sufficiently promotes the use of Welsh language and culture.

Individuals receive appropriate care and support to be as healthy and active as they choose. The service considers all aspects of the individual when planning their care and support to meet their social, emotional, physical health and well-being needs. The personal plan is kept under review and individuals and their shared lives carer have an active voice when updating the plan.

Individuals receive support to maintain and develop friendships with others and make choices about their social network outside of the shared lives family home. They spend their time doing things which are important to them, including experiencing family holidays with their shared lives carer, attending college and maintaining hobbies. There are positive relationships between the SL team, shared lives carers and individuals. Individuals and shared lives carers told us they trust the service.

We found robust procedures in place to protect individuals from harm and abuse. Recruitment of SL workers and shared lives carers is effective. The safeguarding policy informs SL workers and carers and they understand their roles and responsibilities. Experienced SL workers monitor the care and support individuals receive and complete regular home visits. Risk assessments are in place for those who require them. Shared lives carers told us *“We are well supported to keep people safe.”* The service follows national safeguarding procedures.

Care and Support

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. The service follows safe recruitment processes and a panel of suitably experienced people consider approvals of shared lives carers.

The service considers a wide range of information about an individual before meeting with them to ensure the suitability of the service. The thorough matching procedure works well to ensure individuals live or stay with a shared lives carer who can meet their care and support needs. SL workers provide individuals information about their prospective shared lives carer, the home, and how their care and support needs will be met to ensure they make an informed decision. We found SL agreement paperwork is complete, which explains the terms clearly to individuals, representatives and shared lives carers.

Individuals receive the right care at the right time. Personal plans inform the shared lives carer about the level of support Individuals would like and their preferences. We found most personal plans are reviewed on a regular basis and most risk assessments are complete. The service highly values the voice of the individual, and SL workers involve them when planning and reviewing their care.

Individuals receive support to be as active and as healthy as they can be. Shared lives carers provide the appropriate level of support for them to access healthcare services and attend appointments. The service medication policy is available to shared lives carers and most are up to date with medication training. The communication between SL workers and shared lives carers is effective, and the service maintains consistent monitoring of the well-being of individuals living or staying with an approved shared lives carer.

Individuals told us the service is *“Caring and helpful, and shared lives carers and workers are always available for a chat”*. One person told us receiving this service enabled them to continue living in the same home when they became an adult, which positively impacts well-being.

Environment

The service operates from a premises which offer suitable office space for team meetings, supervision and training. There are sufficient facilities for SL workers and visitors such as shared lives carers and individuals. The service supports shared lives arrangements in several areas across South Wales.

The service completes a thorough assessment of the shared lives carers home environment. The roles and responsibilities of the shared lives carer to maintain the home and to ensure individuals continue to live in a safe environment is continually monitored by SL workers. We found most health and safety checks are completed annually.

Leadership and Management

There is effective oversight and management of the service. The governance arrangements are consistent, and the quality monitoring of the service is successful in evaluating what is working well and what can be improved. The RI completes regular visits to the service and engages with SL workers, shared lives carers and individuals to inform service improvement plans. The quality-of-care review informs the provider the service is working well, and individual outcomes are met. Management meets regularly to maintain a high standard of oversight.

The provider follows safe recruitment procedures of SL workers and those eligible are registered with Social Care Wales, the workforce regulator. SL workers receive regular support, guidance and supervision, and told us they are “*Valued by supportive management.*” The development and support of SL workers is highly valued and they are provided training to support them in their role. The shared lives team are highly skilled, knowledgeable and dedicated which is a strength of the service.

Oversight of shared lives carer training is well organised, but we found some minor gaps where re-fresher training is overdue. Most carers have an up-to-date Disclosure and Barring Service certificate (DBS). The management team are taking responsive steps to ensure all training and DBS applications are complete. Shared lives carers complete an annual review with their assigned SL worker to review their skills, knowledge, training and outcomes.

Since the last inspection we found improvements in how the service is recording, storing and updating paperwork which is a regulatory requirement. The oversight and management of the documentation relating to the shared lives carer and arrangement agreements is well managed.

Suitable policies and procedures are accessible to SL workers and shared lives carers. Information about the role and responsibilities of a shared lives carer is available during their assessment and induction. This includes the duty to safeguard individuals from harm and abuse. The service follows appropriate processes to ensure individuals are safeguarded from financial abuse. Clear guidance informs shared lives carers of the remit of their role when supporting individuals to manage their finances. The service takes appropriate action on matters relating to safeguarding. Shared lives carers told us the service is responsive to concerns and they feel “*Listened to.*” The service appropriately manages concerns and complaints in-line with organisational policy and procedure.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
40	The provider has ineffective procedures relating to keeping and maintaining specified records.	Achieved

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