



## Inspection Report on

**Adferiad Recovery Cardiff & The Vale Domiciliary Support Service**

**Unit B3  
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Swansea  
SA7 9FE**

**Date Inspection Completed**

10/10/2024

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# About Adferiad Recovery Cardiff & The Vale Domiciliary Support Service

Type of care provided	Domiciliary Support Service
Registered Provider	Adferiad Recovery
Language of the service	English
Previous Care Inspectorate Wales inspection	13 February 2023
Does this service promote Welsh language and culture?	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

## Summary

Care and support are provided to people in their own homes or in the community. The service is exceptional in supporting people with their mental health needs, helping them maintain their tenancy so they can live independently. People are treated with dignity and respect and are successfully supported to achieve their goals. Continuity of support workers with excellent communication skills support people's well-being through trust based working relationships. People always have access to their care and support workers or a member of staff. People told us the service is "*Excellent*" and "*They really help.*"

Highly trained, competent care and support workers are fully supported by the provider. The service is run smoothly by a compassionate manager. Systems of monitoring ensure all documentation and records are complete. Analysis of information and consultation with stake holders helps to drive improvement within the service.

The provider has a nominated responsible individual (RI) who has very good oversight of the quality of care. The organisation is exemplary in supporting the workforce and people, with beneficial schemes and activities to promote health and well-being. Care and support workers tell us there are "*Excellent learning and development opportunities and I feel cared for.*" Clear organisational structure with expertise in areas such mental health and safeguarding, helps support the service to achieve the overall vision of the organisation.

## Well-being

People understand what care and support opportunities are available to them in order to maintain their well-being and achieve their outcomes. A service user guide, developed with the help of people using the service, is available to let people know what to expect from the service. This is available in Welsh and easy read formats. People are consulted about how the service can best support them before receiving care and support and this is detailed in the personal plan. People are helped to access health and social care professionals, and supported to attend appointments. Support staff encourage people to maintain as much independence as possible whilst being available to assist them when required. People told us they rely on support workers to enable them to understand information and *“Couldn’t be without them.”* People are involved in personal plan reviews. When new goals are identified, support workers help people to access the right information to ensure these can be achieved. People are very happy with the service with comments such as *“The service is 100%.”* People are encouraged to become trustees, attend meetings to help inform the development of the service and told us *“Nothing can be done better.”*

People are treated with dignity and respect and supported to stay safe. Compassionate care is demonstrated throughout the organisation, with well supported workers delivering exceptionally good care and support. People are treated with the utmost respect with one person telling us *“Staff are lovely and helpful, and I am not judged by my past.”* People have developed trusting relationships with support workers based on mutual respect, which assist them to achieve positive outcomes. People are successfully supported to improve daily living skills, helping them to achieve goals where this has failed in other services. When people struggle with their mental health, support workers are exceptional in their response, providing reassurances and support in a dignified manner. Support workers follow procedures to help keep people safe, they are trained to manage difficult situations and know when to report concerns. The service takes measures to help keep people safe by involving representatives or supporting people to represent themselves. The RI and manager have good oversight of the service, and know people individually, enabling them to advise and support with any matters arising. Risks are assessed and these assessments inform the measures needed to keep people safe from harm. Support workers are fit to work with people and competent to carry out their role.

The service encourages people to learn, develop and contribute to their community. Support workers actively listen to people and what they would like to achieve. Support workers are passionate, yet calm and approachable, enabling people to voice their wishes or concerns. Effective communication supports development of ideas and people are enabled to take action to achieve identified goals. People grow in confidence and ability, with some completing educational courses and others supported to attend work. Some people have thrived and now help others, sharing skills and experiences to support people in similar situations.



## Care and Support

Support workers provide consistently compassionate care and support enabling people to achieve the best possible outcomes. Care and support are delivered with extreme patience and understanding, helping people to accept support in their own time. Support workers go above and beyond to help people develop to their potential, with exceptional communication skills and specialist knowledge around mental health. We observed sensitive interactions between people and their support workers and saw how comfortable and happy people are. The service is highly successful in helping people thrive, enabling them to maintain a tenancy, where many have previously been unsuccessful. One person told us *“I am my own person and feel very happy as my independence is very important to me and I did not have that in my former place.”* People’s ideas, wishes and ambitions are listened to. People are supported to achieve goals they would not previously have considered or been able to attempt, with some people securing a working role, and others studying to further their knowledge and skills.

The service is outstanding in supporting people with their mental health needs and encourages people to maintain healthy lifestyles. The provider offers people opportunities and encourages them to take part in events they organise to promote an active and healthy life. These events are ‘above and beyond’ the support the provider is expected to arrange but this is highly successful and benefits people’s mental health and sense of belonging. People tell us the events are *“Great”* and *“Fun,”* and support workers tell us how people engage with others, developing confidence and social skills, contributing to their overall goals. All people have suitable support to attend appointments if this is needed, and daily health needs are overseen, such as reminders around the importance of taking medication. Regular support workers can identify when someone’s health is changing and take prompt action to escalate this so that the right referrals are made. The service is responsive and supportive when people’s mental health deteriorates, quickly identifying any signs and triggers, such as behaviours that can challenge. Positive working relationships and the expertise of staff ensures people feel able to approach workers when they are in need, and one person told us *“I trust staff.”*

The provider has good systems to document and review care and support needs. People are involved in the development and review of their personal plan. Clear goals are set but these are flexible as some people change these on a regular basis. Plans are very personalised with lovely details recorded in the person’s own words, highlighting what is important for the person to achieve within desired timescales. People confirm they have copies of their plans. Daily records are not always capturing detail to evidence the positive support provided, but the provider has identified this and is working to improve the quality of recording.

## Leadership and Management

The provider has good oversight of the service ensuring people achieve the best possible outcomes. Exceptional measures are taken to ensure people have a voice in the organisation, not just through routine consultation, but through invitation to become a trustee. People are involved in reviewing of documents such as the 'service user guide,' and take part in videos to explain what the service can offer. Key documents are available in Welsh, and the service can be delivered in Welsh if this is needed. The provider has a nominated RI who has outstanding oversight of the service, consulting with people and staff to help identify how the service can develop. Policies and procedures are detailed and reviewed regularly. The expertise throughout the organisation is strong and focussed on supporting people, especially those with mental health support needs. Outstanding arrangements are in place to support people and staff, including access to counselling services.

The manager ensures the service is run smoothly and is supported by the RI. Highly effective systems are in place to record and monitor all aspects of the service. The RI uses the information from effective audits to inform the provider of the quality of care being delivered. People are supported by consistent support workers from a regular team who know people well. There is excellent communication throughout the organisation and cover can be arranged quickly with familiar staff, including the manager and RI, if necessary. Support workers told us, "*Management is very helpful.*"

Support workers are highly trained, fit to work with people and receive exceptional support. Robust pre-employment checks take place so the provider can be confident employees are able to work in social care. The service provides an outstanding induction for support workers, and they are provided with continual development opportunities. These are recorded as part of employee supervision meetings. Specialist training is provided with support workers confirming they have all the training they need, including subjects to support people with their mental health. One support worker told us, "*Face to face training is brilliant*". Support workers feel comfortable in seeking support of the wider organisation and tell us they can get help from the specialist leads if they need this, for example, when considering safeguarding issues. One staff member told us "*I haven't worked in such a good company before,*" and another stated there are "*Fantastic employee benefits.*"

### 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	
15	Personal plans must set out how the care and support needs of individuals will be met.	Achieved
35	Staff personnel records must contain all the information required by regulations to ensure they are safe and fit to work at the Service.	Achieved
60	The service provider must ensure the service regulator is notified of specific events.	Achieved

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