



Inspection Report on

Accomplish Supported Living - Swansea.

**11 James Street
Pontardawe
Swansea
SA8 4LR**

Date Inspection Completed

19 May 2022 & 20 May 2022

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About Accomplish Supported Living - Swansea.

Type of care provided	Domiciliary Support Service
Registered Provider	Accomplish group ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	23 January 2020 & 24 January 2020
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use, their service.

Summary

Accomplish Supported Living – Swansea provides domiciliary care and support to people living in West Glamorgan, either in their private homes or supported living settings. It is operated from an administrative office in Neath. The service has an appropriately qualified manager, who is also responsible for running a domiciliary support service in Cardiff and the Vale. We found that people receive the appropriate level of care and support from the service. People have developed good relationships with care workers, who support them to achieve their personal goals. Care workers respect people for who they are. They are committed to helping people take positive steps towards independent living, as set out within their risk assessments and personal plans.

The service has up-to-date policies and procedures in place to support safe practice. Enhanced infection control measures have been implemented in response to COVID-19. The service recruits care workers safely and offers a good range of training. Care workers feel well supported by the manager, who is open and responsive to feedback. The quality of the service is regularly monitored, although improvement is needed with regards to the completion of formal provider visits.

Well-being

The service promotes people's rights. People told us care workers support them to make everyday decisions for themselves and we saw this evidenced within daily care recordings. Care workers understand what really matters to people and are committed to helping them achieve their personal goals. Records confirm that people are encouraged to help develop and review their personal plans. People's views about the service are sought and respected. However, the responsible individual (RI) needs to gather feedback directly from people using the service at least every three months.

The service encourages people to live a healthy, independent lifestyle. Care workers monitor people's mental well-being and recognise when they need extra support. People are supported to develop their daily living skills, such as cooking and cleaning. People's own abilities are clearly identified within their personal plans. People are cared for by familiar care workers whom they have formed positive relationships with. People receive appropriate support with their medication, which is managed in a safe way. Staff actively reinforce a good standard of hygiene and infection control to help reduce COVID-19 and other infection risks.

The service has systems in place to help protect people from abuse and neglect. We found that people receive the support they need, in line with their personal plans. Care workers know how people like to be supported and understand how to manage risks to their health and well-being. Records show that care workers are safely recruited. They receive a good level of training and support to enable them to carry out their roles effectively. The service has an up-to-date safeguarding policy that is accessible to both staff and people using the service. Care workers complete training in relation to safeguarding adults at risk and know how to report concerns. The manager considers any complaints and safeguarding incidents when carrying out the service's six-monthly quality of care reviews.

Care workers encourage people to socialise and do things they enjoy by supporting them to access community-based services and activities. Personal plans identify people's hobbies, interests and whether they wish to pursue any work or educational opportunities. People are supported to maintain important relationships by having regular contact with their family and friends.

Care and Support

The service involves people in developing and reviewing their personal plans, which outline the level of care and support people need to help them achieve their individual goals. Care workers told us they are required to read people's risk management plans before supporting them, which are easy to understand. The contact details for professionals involved in people's care can be easily found within their care records. Care workers spoke passionately about providing support that improves people's skills, confidence and level of social integration. Care recordings confirm that people receive the support they need, as set out within their personal plans. We saw people interacting with care workers in a positive way. Care workers have a good knowledge and understanding of people's care and support needs and social backgrounds. We saw that people living within a supported living environment have access to leisure facilities that enable them to follow their interests.

People receive appropriate support with their medication. The service completes risk assessments to help identify whether people can safely manage their medication for themselves. The level of support people need is set out within their personal plans. Care workers told us they receive a good level of training and have their competency assessed before being allowed to administer medication. We found medicines to be stored securely within the supported living environment. Records show that care workers check storage temperatures daily in these settings to ensure they remain appropriate. Regular stock checks are also carried out and we found these to be consistent with those recorded. Care workers have access to the service's medication policy and administration guidance. Medication records show that people receive their prescribed medication at the appropriate time. However, the reason for administering 'as required' medication is not being consistently recorded, along with its effectiveness. The manager has reminded staff to ensure this information is documented in full, which will assist in routine medication reviews.

The service has implemented appropriate control measures to help reduce COVID-19 and other infection risks. Personal protective equipment (PPE) and hand sanitiser are available within the office environment and supported living settings. We saw care workers wearing PPE appropriately and they confirmed they can renew their stock as needed. Records show that care workers are reminded about PPE requirements during their formal supervision. Care workers have access to an up-to-date infection control policy and guidance from Public Health Wales and the Department of Health & Social Care. Care workers encourage people to keep their living environment clean and tidy, and cleaning schedules are in place to support this, as needed. Care workers also follow a cleaning schedule within the supported living setting, where we found communal areas to be clean and hygienic. All staff carry out routine lateral flow testing in line with current guidelines.

Environment

This theme is not applicable to domiciliary support services as people are cared for in their own homes. However, we made the following observations:

The service has an administrative office in Neath where personal information is stored securely. We found that confidential information is also protected within supported living settings. Staff check visitors' identity before allowing them into the administrative office and supported living environment. This is to ensure people are protected from strangers entering the premises and accessing records without authorisation.

Leadership and Management

There are up-to-date policies and procedures in place to support the delivery of a safe service. Care workers showed a good understanding of policies and procedures, which they can access from the service's administrative offices. Contact details for the Local Authority safeguarding team are also displayed. The service has a statement of purpose, written guide and 'Assessment and Moving In' policy, which outline what people can expect from the service. We noted that these documents do not explain how domiciliary care packages are arranged for people living in their private homes in the community, which must be addressed. The manager has confirmed that the statement of purpose and written guide have been updated since the inspection.

Standards at the service have been formally assessed during six-monthly quality of care reviews. The latest review found that people's needs and expectations are being met. The report from the review identifies actions to improve the service, although these should be linked with improving outcomes for people. This will be considered following future reviews. Care workers can air their concerns during formal supervisions or regular staff meetings. Care workers told us the manager is "*very understanding*" and "*very supportive*". The manager can access support from a regional manager who visits the service regularly, or the RI. Staff told us managers listen to their views and suggestions and would take any concerns seriously.

The RI must oversee the running of the service more closely by carrying out formal visits at least every three months and speaking with people about their experiences. Records show that the last formal provider visit took place in October 2019. There have been changes to the appointed RI since then and we were told a recently planned visit had to be cancelled at late notice. While no immediate action is required, this is an area for improvement and we expect the provider to take action. The RI assured us that formal visits will be undertaken every three months, as is required.

Care workers are appropriately recruited and trained. Staff records contain the required recruitment documentation, including evidence of a criminal check via the Disclosure and Barring Service (DBS). The manager has a system for ensuring DBS checks are renewed every three years, as is required. Staff morale appears to be good despite ongoing challenges with recruiting new staff. Care workers told us they work well as a team and are committed to both the service and the people they support. We found that people value being supported by the same few care workers. All care workers have completed recognised care qualifications and relevant training. Care workers described their training as "*brilliant*" and told us their personal and professional development is encouraged. Records confirm that care workers receive formal supervision every three months plus annual appraisals. These allow care workers to have meaningful discussions about their performance and people's individual care and support needs.

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
73	The service provider has failed to carry out formal visits to the service and meet with staff and individuals using the service. These visits must be documented and carried out at least every three	New

	months.	
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Date Published

12 July 2022