



Inspection Report on

Livability North Wales

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Date Inspection Completed

9 August 2023

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About Livability North Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Livability
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
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

Livability is a domiciliary support service providing support to adults living in their own homes. Sometimes support is provided to more than one adult sharing a home. People receive effective support to achieve their outcomes as care plans are comprehensive, accurate and provide clear instruction to staff on how the person needs and wants to be supported. People are supported to live fulfilling lives; they do things they enjoy and spend time with people they like. Independence is promoted and achievements are celebrated. People feel part of their community, they use local services, public transport and leisure facilities. They are supported to live well and safely and are happy with their home.

Support staff are properly vetted prior to employment and are well trained to carry out their roles safely and with expertise. The manager is supportive, and staff feel valued. There are stringent, effective arrangements in place to ensure the provider of the service knows exactly how the operation is running. They know what is working well and where they could further improve the service.

Well-being

People have control over their day-to-day life, their rights and entitlements are protected. They are involved in designing their plan of support; plans are person centred and detail exactly how they want to be supported, what good support looks like to them, what makes them happy and what they do not like. People are able to express their views and influence their care through monthly meetings and reviews with their keyworkers. They contribute to the decisions that affect their life, choosing who they live with and how they spend their time. When considering sharing a home with others, people are supported to visit the home they may live in, take time to get to know people and decide whether this is the right decision for them.

People are healthy and active and do things that make them happy. They choose to go for walks, go to dances, visit friends and family. They are supported to attend therapeutic services and health appointments. Care staff undertake additional training to meet specific health needs so that people can live at home even though they need medical support. People have support to choose holidays and day trips. They follow their hobbies and interests and maintain friendships with people who matter to them. One person told us *"it's good here. They're kind and will take you places"*. There are some Welsh speaking staff to support those whose first language is Welsh, and information is provided in Welsh and English.

People are safe and protected from abuse and neglect. All care staff are trained in safeguarding and are guided by the providers policies and procedures. They have frequent one to one meetings with the manager so they may raise concerns if they have any. People's views about the support they receive are sought frequently so any issues can be quickly resolved. The care manager carries out unannounced 'spot checks' of practices and processes at each home and checks care staff knowledge on policies and procedures.

People are supported to learn and develop to their full potential. They do the things that matter to them. They learn computer skills and arts and enjoy visiting places of historic interest. Care staff seek out opportunities for people to do volunteer work such as cleaning or in a charity shop. One person enjoys making films and care staff support them in doing this.

People know they live in their own homes and the care workers visit to support them to live their lives. People have a say about who lives with them and great effort is made to integrate people at their pace. Audits and other checks help ensure the environment is safe for everyone who lives and works there.

Care and Support

The provider considers a wide range of views and information to ensure the service can meet needs. Records show professionals, family and the person themselves are involved in putting together a picture of how the service is to be provided. To ensure compatibility, prior to people living together, care staff arrange opportunities to meet such as visits to the house to meet others living there and one night sleep overs. People are supported effectively to express their views about whether the arrangement will work for them.

There is an accurate, up to date plan for how people's needs are to be met. They provide a clear picture of the person to be supported, what care is needed to help each person achieve their outcomes. We saw care staff log each activity as and when they occur using an installed app on their mobile phone. This links to the service's data base and ensures information is always current. We saw plans are reviewed monthly by keyworkers and then every three months by the management team to keep them accurate and up to date. Risk assessments are reviewed at the same time. This ensures care delivery is effective.

People receive care designed through consultation with the individual and which considers their personal wishes and aspirations, risks and any special needs. Plans are person centred; they consider peoples strengths and needs and outline desired outcomes and how these are to be achieved. Care plans and discussions with people evidence they choose how they want to spend their day; they have effective support to socialise, make and maintain relationships, take holidays and do whatever they need to do as independently as possible. We saw people doing chores such as recycling and they told us they go shopping using community transport. Some people are supported to find work and attend classes to learn new skills such as art classes and making videos. Meeting minutes evidence useful meetings where people express themselves and influence change in meetings and service user forums. People are happy with the care they receive. One person said "*this is home where I am looked after. Staff are kind to me*".

People's health and wellbeing is promoted and maintained well by staff who are vigilant and will act on any concerns. One person has ongoing therapy following an operation. Professionals shared examples of progress made by effective care. They said one person is now much more confident and self-caring. They have been supported to socialise at their own pace and are proud of their own achievement.

Leadership and Management

The service provider has various thorough governance arrangements in place to ensure the smooth operation of the service and an effective oversight. Records show the responsible individual (RI) visits the office to check on the service is operating well. They write reports that show they know what is working well and what needs improving. Staff told us *‘the company likes to get things right, they are stringent and demanding in a good way’*. We saw there are many quality audits undertaken by care managers, the service manager, the responsible individual and the service’s own quality and improvement team. Progress with action plans is closely monitored with frequent checks carried out. The manager arranges unannounced ‘spot checks’; the care manager will visit a home to check staff are carrying out practices and processes as required. We saw people’s views are sought on the quality of the service and actions taken to resolve any issues identified.

People are supported by a service that employs suitable and competent care staff to provide the levels of care and support required. Records evidence these care staff are properly vetted prior to employment. Training records show they are knowledgeable and competent to carry out their role and professionals praised how skilful staff have been in helping people develop. The service uses agency staff while it is trying to recruit, but always ensures the compatibility of skills and attributes. Rotas showed consistency is achieved through using the same agency staff when they are needed. One agency staff told us they have to do the same training as permanent staff, even if they have already done this in a previous post. All staff including agency staff are paid for attending training.

All staff say they are listened to and their view matters, their opinion valued. They and the agency staff receive supervision every 8 weeks and feel well supported to do their role. The manager is described as very approachable and caring. Many staff have worked for the service for many years, one has worked as long as 12 years, another 7 years and this is testament to the effective leadership and management. Care staff say the manager is able to offer constructive criticism with diplomacy and works with the staff to reach solutions. Another staff said *I feel valued as they listen*. The manager recognises the benefit of consistent, familiar care staff for people receiving a service.

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
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