



Inspection Report on

Galluogi Potens Wales

**Unit 7, Plas Pentwyn
Castle Road
Coedpoeth
Wrexham
LL11 3NU**

Date Inspection Completed

06/10/2023

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About Galluogi Potens Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Potensial Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
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

The service has clear and consistent personal plans for people which follow their wishes and feelings. The personal plans weigh up risks and consider what action needs to be taken to support people. They provide a clear foundation for the support to be delivered. However, the service is experiencing staff shortages, and, in some areas, this is a challenge to supporting people to achieve their personal outcomes. Some people are not getting all their commissioned hours of one-to-one support, and this is affecting the activities they can access in the local community.

Care staff told us this is a great service to work for. They are well supported by management and feel confident to ask for advice and support when they need it. The staff we spoke to told us management are responsive in dealing with any issues or concerns.

Well-being

People receive support designed around their individual needs and wishes. They contribute to their personal plans, and if they are unable to contribute themselves other services and family members are consulted. This ensures the care and support provided is personalised to meet each person's outcomes. The personal plans we saw gave a clear idea of who the person is and how they would like to be supported. We spoke to one professional who told us their client is very well supported and is treated with "*dignity and respect*". They told us the person's needs and wishes are prioritised by the service.

Where possible, people are supported to do the things that make them happy. We met someone who had formed friendships with their neighbours and is supported by staff to organise social events for their friends. The service holds wellbeing days which everyone is welcome to attend. We also saw service newsletters which celebrate achievements and events. However, in some areas people are not supported to engage in recreational activities in the local area as often as they would like.

People are supported to contribute to their community. We spoke to people who were engaged in voluntary work, and they told us how much they enjoyed this. During our inspection, we visited a project in which people had agreed a rota for cooking meals for the house. We saw one person preparing their chosen communal meal with the support of staff. People told us they enjoyed cooking for each other and sharing meals. People are involved in second interviews for new members of staff. This helps them to contribute to the service and feel valued.

People are protected from abuse and neglect by staff who are trained in safeguarding and confident to raise concerns. However, we saw rights were not upheld for some people lacking capacity to make important decisions.

Care and Support

People receive care and support which is tailored to their individual needs. We saw where possible; people have written their own personal plans. Personal plans seen were clear and detailed. They give a clear picture of who the person is and what their needs are. They explain how to identify if a person is becoming distressed or agitated and how to support them. New staff members would know from reading personal plans how to communicate with and support each person. We saw how some people are successfully supported to meet their personal outcomes. One person had been supported to reach their goal to visit local shops independently. Some people successfully had their hours of support reduced, increasing their confidence and independence.

Risks and specialist needs are considered within the personal plan. We saw risks are reviewed when necessary and appropriate action is taken to keep people safe. There is access to a specialist in positive behaviour support to assist staff in supporting people with complex needs. However, we saw where there are staffing difficulties there are challenges to implementing this advice.

Care staff support people to manage their personal money. We saw a policy on managing personal money in place to protect people which is followed and effective in picking up anomalies so appropriate action can be taken.

People are protected from harm by care staff who understand and follow the service's safeguarding procedures. However, we saw the correct processes are not always followed when a person lacks capacity to make decisions. If a person lacks capacity to make decisions of a serious nature, such as where to live, or advanced decisions about medical treatment, a process should be followed to make the decision in their best interests. We found the records around these decisions were inconsistent and unclear. One person was restricted in accessing all parts of the property they lived in and from leaving the property as they wished. We found no application had been made for Deprivation of Liberty Safeguards (DoLS). For this person, it means they are unable to access their right to a Relevant Person's Representative who could represent their wishes and request a review. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The service takes steps to ensure good hygiene standards are maintained. We saw there are good stocks of Personal Protective Equipment (PPE) to ensure safe infection prevention practices can be followed. There is also a clear infection control policy in place.

Leadership and Management

The service provider ensures there are arrangements to monitor and review the service to ensure care and support needs of individuals are met. We saw audits are effective in identifying issues and appropriate action is taken to rectify difficulties as they arise. The Responsible Individual (RI) visits sites every three months. The service also completes quality of care reviews every six months which analyse what is working well and where improvements can be made.

The service provider invests in the service to ensure a good quality service can be provided to people. We saw investment is made in the staff team where required. A specialist member of staff was recruited to offer advice and support to staff in response to an issue identified in a quality-of-care review.

Staff receive the appropriate recruitment checks prior to starting employment with the service. We saw all staff are registered with Social Care Wales. Staff receive regular training to ensure they have the skills required to support people. Supervision for care staff offers an opportunity to reflect on their development, provide feedback to the service and review training needs. Care staff told us management are approachable and supportive and they are confident to contact them if they have a concern.

The service is experiencing shortages of staff resulting in a high use of agency staff in some areas. We found in one area there were staff shortages which resulted in people not receiving their commissioned one-to-one support for the majority of the time. This means there are limitations to how often people can attend activities in the local community. We saw evidence of this on staff rotas and were told by staff it can be difficult to get out and do activities with people. Whilst people are still supported to attend the voluntary work they have chosen, they do not often get out to other activities they enjoy in the community. When discussing what they do on their days off work one person told us they did cleaning and said, "*bored now, stay here now*". We saw from records in daily logs this person was rarely attending any activities in the local community apart from their voluntary work despite having a variety of interests. Staff shortages are also having an impact in another area, and the high use of agency staff is making it difficult for one person's behaviour plan to be followed consistently. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

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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34	Some people are not receiving their commissioned hours of one-to-one support and this is impacting on their personal outcomes. Ensure there is adequate staffing to meet people's commissioned hours of support.	New
31	People who lack capacity to decide where they want to live do not have the correct legal framework in place. Ensure that, where there is doubt about a person's ability to make decisions of a serious nature, a formal assessment of mental capacity is undertaken and DoLs is applied for as required.	New

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