



Inspection Report on

Abacare Ystradgynlais Branch

**Unit 300
Ystradgynlais Business Park
Ystradgynlais
Swansea
SA9 1BS**

Date Inspection Completed

27/10/2023

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About Abacare Ystradgynlais Branch

Type of care provided	Domiciliary Support Service
Registered Provider	Abacaredig Holdings Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18/10/2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are complimentary about the service provided. Personal plans detail individual care needs and outline how these are to be met. Reviews ensure plans remain up to date and accurate. Medication is administered and recorded effectively. Overall, calls are provided at the agreed time from a familiar team of care staff. Good lines of communication ensure both people and staff are able to raise any queries or concerns.

Care staff are subject to a range of pre-employment checks to ensure their suitability. A good induction period and ongoing refresher training is made available to all staff. Care staff feel supported in their role and are happy working for the service. Policies are up to date and sufficiently robust. Overall, supervision is provided on a regular basis. Care calls are reliable, and rotas are well managed. The Responsible Individual (RI) visits the service on a frequent basis and has good oversight over the care provided.

Well-being

People feel listened too. Personal plans are developed with people and their relatives and consideration is given to individual preferences and routines. Regular reviews are carried out with people and their relatives to give them an opportunity to feedback on the care they receive. Preferences around allocated staff are considered as far as possible and call times are monitored to ensure they are completed at the agreed times. Good communication with office staff means people are able to discuss any queries or concerns. The RI speaks with a sample of people and their relatives every three months to gather opinions on the care provided.

The service supports people to remain as well as possible. Written plans give a good overview of the level and type of care people require. Regular reviews provide people with the opportunity to discuss any changes to their health or general circumstances. People benefit from having positive relationships with staff and tell as they are happy with the standard of care provided. Care staff receive appropriate training to ensure they can carry out tasks competently. Medication records show care staff administer and record people's medication safely. Overall, calls are received at a time people like, and care is completed in an unhurried manner.

Risks around abuse and neglect are considered. Training is offered to ensure care staff understand how to support people safely. Detailed recruitment checks are completed to help the service determine if potential employees are suitable to work with vulnerable people. Regular supervision sessions enable staff to raise any issues or learning needs. Appraisals and spot checks ensure staff are providing safe appropriate care to a good standard. People can feel confident staff understand how to report matters of a safeguarding nature. A range of policies and procedures are in place to support safe practices. Routine auditing and quality assurance checks ensure documentation is completed to an acceptable standard and the service is providing good quality care.

Care and Support

Care staff understand the needs of people they support. Personal plans outline people's individual backgrounds, support networks and care needs. Risk assessments are completed as and when required. We noted individual outcomes are not specific to each person and needs further strengthening to reflect what matters to people. Care staff tell us they have access to plans before providing direct care, which means they understand people's health needs and routines. Daily care records we viewed confirm care is provided in line with personal plans. Regular reviews take place to address any changes in people's needs and ensure they are happy with the service they receive. Staff told us they are informed of any changes and can easily view all care documents through information stored on their mobile phones.

People receive support from a consistent staff team. Care staff we spoke with appear knowledgeable about the people they support. People tell us they receive care from a stable and consistent team of staff which supports them to develop good relationships. The service has good links with health and social care professionals and staff take action to report any changing needs. People told us staff often go "*above and beyond*". Other comments include "*I am well looked after*", "*They are very good and helpful*", "*They are really understanding and take their time*". "*They know exactly what I want, they read my mind, especially my regulars*", Others described the service as "*very professional*".

Medication is well managed. We sampled a small number of medication administration records (MAR's) and found these to be fully completed with no gaps or errors. Completed medication charts are collected from people's homes and taken to the office on the same day to support confidentiality. Routine medication audits completed by the management team evidence people receive medication as prescribed. Care staff receive medication training and ongoing spot checks to ensure they maintain good practice.

Care staff have access to personal protective equipment (PPE). Records confirm care staff complete regular infection control training. Care staff we spoke with understand how to minimise cross infection risks when providing personal care. The service has an up to date infection control policy available and convenient arrangements are in place for care staff to collect PPE supplies.

Leadership and Management

Call times and rotas are monitored and well managed. The service uses an electronic system to organise call times and durations. There is a sufficient team of care staff in place to cover calls, and we were told additional calls are not generally added to rotas without prior discussion. Care staff report rotas allow sufficient time to complete care tasks, travel between calls and take breaks. Rota's we viewed show the majority of calls are completed at the agreed times and for the full duration. Some staff members we spoke with told us on occasion they have changed call times if requested by the person, or to prevent excess travelling. Overall, people told us calls are at a time they like, and the service is accommodating and flexible.

Staff feel supported in their role and receive regular supervision. There is a clear staff structure in place and care staff are aware of who to contact for support or advice. Care staff we spoke with told us they are happy working at the service and feel supported in their roles. Comments include *"I love it (job) and I love them all (people)"*, *"It's a good place to work"*, office staff are *"amazing"*. Feedback and supervision records confirm care staff receive regular supervision and appraisals and that managers are easy to contact.

Staff receive key training and recruitment practices are safe. New employees told us they have access to a structured induction programme and opportunities to shadow experienced members of staff. The service utilises both online and face to face training and staff we spoke with told us the quality of training was of a good standard. A change of training provider meant training records were not easily accessible on the day of inspection. This area requires strengthening, as it is important to ensure managers can check staff have the required skills needed to support people safely. Records show a range of pre-employment checks are completed to confirm staff hold the right skills and approach to work in the care sector.

There are good governance arrangements in place. The RI undertakes three monthly visits to gather feedback from care staff, people, and their relatives. Six monthly quality of care reports also review what is working well in the service and any areas which require improvement. We sampled a cross section of policies and procedures and found them to be sufficiently detailed. A number of auditing systems are in place to support best practice.

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
36	The service does not provide staff with regular opportunities for one to one supervision.	Achieved
73	RI visits are not completed every three months in line with regulations.	Achieved

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