



Inspection Report on

Seren Support Services Ltd (Cwm Taf)

**Llewellyn House, Harbourside Business Park
Harbourside Road
Port Talbot
SA13 1SB**

Date Inspection Completed

09/12/2022

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About Seren Support Services Ltd (Cwm Taf)

Type of care provided	Domiciliary Support Service
Registered Provider	Seren Support Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	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

An unannounced focused inspection took place to consider Priority Action Notices issued at the last inspection. These related to themes of care and support around medication management, and leadership and management around Responsible Individual (RI) regulatory visits.

People and their relatives told us they are happy with the quality of care and support provided by care workers, but are regularly provided with different care workers. Whilst arrangements are in place to ensure medication is administered safely, evidence has not been provided showing medication audits take place regularly. Evidence has not been provided showing the RI undertakes regulatory visits to people using the service at least every three months.

Well-being

As this is a focused inspection, we have not explored this theme in full. We will consider those areas raised as a Priority Action Notice, as well as feedback provided by people.

People are treated in a caring and dignified way by care staff, which can support them to have control over their day-to-day lives. People we spoke with told us they are happy with the quality of care and support provided to them, supporting them to maintain their independence. People described care workers as “*wonderful*”, and “*they do it properly*”. People also told us they are regularly provided with different care workers, describing this as “*frustrating*”, for example having to talk through and explain support needs with new care workers regularly.

Care and Support

As this is a focused inspection, we have not explored this theme in full. We will consider those areas raised as a Priority Action Notice, as well as feedback provided by people.

Medication systems require improvement. Priority Action Notices were issued at the previous inspection relating to the service's arrangements to ensure medication is administered safely, and around the auditing of medication. We found the service has arrangements in place to ensure medication is administered safely. We saw medication administration records are in place detailing what prescribed medication is required, and records are being completed showing people are supported with their medication. This is an improvement following the previous inspection, with the service now meeting the regulatory requirements in this area. We have not been provided with evidence auditing of the administration of medication is taking place regularly. The RI told us an updated process for this had begun very recently, but we have not been provided with evidence of auditing of medication since the previous inspection. Priority action has not been taken within the required timeframe. A Priority Action Notice has therefore been reissued and further steps will be taken to secure improvement in this area.

Environment

The quality of environment is not a theme we explore for domiciliary support services. However, it is noted the service has secure facilities for record keeping, and rooms available for meetings, private conversations, training, and supervision. People using the service and staff employed can have confidence their personal information is stored securely.

Leadership and Management

As this is a focused inspection, we have not explored this theme in full. We will consider those areas raised as a Priority Action Notice, as well as feedback provided by people.

People cannot always be assured their voice and opinion is heard. A Priority Action Notice was issued at the previous inspection relating to the RI undertaking consultation with people using the service and undertaking these at least every three months. The RI told us several visits have taken place since the previous inspection and has provided assurances arrangements have been put in place to ensure the service meets these regulatory requirements going forward. However, we have not been provided evidence of the quantity, quality, or regularity of visits since the previous inspection. Priority action has not been taken within the required timeframe. A Priority Action Notice has therefore been reissued and further steps will be taken to secure improvement in this area.

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
73	Evidence of the Responsible Individual meeting with people who use the service, and meeting with them at least every three months, has not been provided.	Not Achieved
58	Evidence of regular auditing of the administration of medicines has not been provided.	Not Achieved

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
58	The medication policy does not match the practice employed by the service.	Reviewed
16	Personal plans have not been reviewed at least every 3 months.	Reviewed
21	Care and support has not been delivered in accordance with people's personal plans.	Reviewed
36	Staff at the service have not received appropriate supervision and appraisal, nor received core training appropriate to the work performed by them.	Reviewed
60	CIW have not been notified of incidents which are concurrent with Schedule 3, Part (13) of the Regulations.	Reviewed

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