



Inspection Report on

ategi Shared Lives

**Ategi Ltd
Flynn House
Cardiff Road
Pontypridd
CF37 5HP**

Date Inspection Completed

3, 4,5,6 May 2022

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About ategi Shared Lives

Type of care provided	Adult Placement Service
Registered Provider	Ategi Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
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 /children who use, or intend to use their service.

Summary

Ategi Shared Lives strongly promotes the ethos of family living for supported Adults. The staff team are dedicated, and their support makes a positive difference to people's lives. Carers feel well supported by their workers and the processes Ategi have in place to set up and maintain shared lives living arrangements. This impacts positively on the well-being of the people they support.

People feel there could be improvement in the service as a whole if there was stability and consistency in the management team. This is largely because there have been changes to managers over the recent years. At time of inspection there was a new manager and responsible individual (RI) in post.

Communication between the service and people is good. This has been particularly evidenced during the pandemic and lockdown's where many support services were stopped. Ategi offered practical and emotional support at this time.

There are good systems in place to monitor the quality of care provided. Some changes are required to the oversight of training for Shared Lives carers.

Well-being

Supported People we met and talked to over the phone told us they are very happy with the shared lives arrangements. They refer to the carers as 'family' and talk about wider family members, pets and their home lives in a positive way. Some of the comments included "very happy living with ...", "it's my home we go on holidays and my friends come for tea". People's personal plans reflect their needs and identify any risks.

Carers strongly promote the well-being of people they support some of the comments from carers include "x has been with us for over 30 years, they are family". And "x is very much part of the family included in everything weddings, holidays, celebrations it has to be that way". The ethos of family living arrangements is evident through speaking with Ategi staff, supported people and their carers.

People's safety is promoted in their living arrangements. They told us they feel safe, where needed people have advocacy arrangements. Ategi staff have safeguarding training and carry out regular monitoring of the home environment. Ategi have robust systems in place to oversee accidents, injury and safeguarding matters. Some shared lives carers safeguarding training is out of date, but the service recognised this and has begun addressing issues such as making online training accessible to all. Staff and carers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager or shared lives officer initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to. Overall people's safety and wellbeing is well managed but carers need training refreshed as soon as possible. This is an area we will follow up at next inspection.

People's health needs are addressed by the carers that support them. Ategi staff work collaboratively with social services, health authorities and other agencies to ensure the best outcomes for people. We were told of many occasions where Ategi staff have assisted with ensuring carers get the right support for people quickly. The health and wellbeing of carers is considered at review meetings, respite and assistance is provided to ensure carers remain healthy so they can in turn support the people who live with them.

People's personal preferences, individual needs and personality is recognised. Careful consideration and planning is given to ensure placement matches are well made for carers and the people they support. The needs of the supported person are discussed in referral meetings and suitable carers can be identified. Information is shared with the carers and arrangements are made for initial meetings, visits and trial stays. . This ensures people have minimum disruption and that the placement is suitable for all parties.

Care and Support

The provider considers a range of information to ensure people are suitable for the role of a shared life carer before a living arrangement is agreed. A comprehensive assessment is carried out by Ategi which includes obtaining detailed information about the proposed carer life history, family, employment and social circumstances. Information from other household members, employers, DBS checks and a health check with a person's GP. A panel who meets monthly will then consider the suitability of a person. If approved a profile of the person and the type of support, they can provide is compiled. Ategi ensures carers are matched with a person who suits their family situation as they have a robust matching process in place.

Carer agreements and individual placement agreements are in place for all carers and supported people. Carers have up to date care plans and risk assessments on the people they support. They can contact their Ategi coordinator as needed. There are monthly or bimonthly contact meetings held at carers homes. Six monthly more in-depth reviews are also carried out and an annual carer review. Social workers are invited to reviews so that the needs of supported people are also considered. Recordings of frequent contact with coordinators is evident in documentation. Carers feel well supported by Ategi staff. We did note that there needs to be consistency with the documentation used in care files. The provider is aware of this and is working to improve the consistency in paperwork. This will be checked at the next inspection.

People are satisfied with the level of support they receive from Ategi staff. They told us *"My coordinator is always at the end of the phone"*. *"They go above and beyond, the support we get is second to none"* and *"you are never left waiting, if you need something they are there"*. *"They value what we do, and appreciate us, support is fantastic"*. Staff are dedicated to the people they support and are proud of the service Ategi provides.

Environment

Ategi operates from a premises that has suitable office space for staff, meeting rooms and staff facilities. Records are stored securely in line with legislative requirements. The service supports people in several geographical areas across Wales, but the offices are based in Rhondda-Cynon- Taf. For carer events and other occasions venues are hired in a centralised location.

Each carers home environment is assessed, and risk assessed during the application to become a shared lives carer and considers information around other people at the property any aids and adaptations required, environmental risks, suitability of bedroom and facilities, shared space and outdoor areas. The home environment is reviewed at each review meeting to ensure the home continues to meet the needs of the supported person.

Leadership and Management

Ategi staff report varying degrees of satisfaction with senior managerial engagement and support. They reflect there has been inconsistency at managerial level. However, they report with appointment of a new manager and RI there are improvements. The manager has identified and addressed several areas for improvement such as supervision, staff meetings and consultation. Other staff reported no concerns. Some carers raised concerns that the senior management team has undergone frequent changes in recent years and felt there had been a lack of continuity. People report feeling distant from a service where they have previously been very involved. Restrictions and lockdowns have meant many of the carer events and meetings have not happened in recent years, however the new management has plans to re-establish these and build stronger links with carers.

The service is committed to developing a culture which ensures the best possible outcomes are achieved for people. There are clear systems in place designed to monitor peoples' well-being and the quality of support each person receives. Questionnaires are sent out for feedback to shared lives carers, families, and the people they support

There is a six-monthly quality of care report available produced by the RI. There is evidence the RI has carries out some monitoring visits on a quarterly basis however the report produced does not evidence engagement with staff and service users as part of these visits. The management team meet regularly to discuss any issues/concerns/important information. Policies have recently undergone review. Some policies such as safeguarding need to reflect the current Welsh guidance.

Monthly Ategi staff team meetings have been recently re-established to give all employees the opportunity to discuss their work and to keep up to date with all new developments. Three-monthly staff supervision is now taking place consistently. This gives staff opportunity to discuss any issues they wish to raise in a formal setting and have the conversations recorded. The training and developmental needs of staff are met. Staff are all minimum of QCF level 4 qualified and have access to a wide range of training to equip them to do their role. The oversight of staff training needs improving. At time of inspection a training manager had been employed and a matrix of staff training was being developed by HR.

Shared lives carers have regular opportunity to meet with their co- coordinators and discuss any issues. Training for Carers has been online only for the past 2 ½ years due to pandemic. Many carers reported they find it difficult to complete online training. The service has tried to support with face to face training where it can, but many carers refresher training is out of date. Newly recruited carers have all undertaken induction and training as required. The oversight of carers training also needs improving. There is currently no system in place that affords managers oversight of the training needs of the carers. This is being improved and is part of the newly recruited training managers role.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

Date Published 05/07/2022