



Inspection Report on

Adferiad Recovery Cardiff & The Vale Domiciliary Support Service

**Unit B3
Lakeside Technology Park
Llansamlet
Swansea
SA7 9FE**

Date Inspection Completed

10/03/2023

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About Adferiad Recovery Cardiff & The Vale Domiciliary Support Service

Type of care provided	Domiciliary Support Service
Registered Provider	Adferiad Recovery
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of this service under the Regulation and Inspection of Social Care (Wales) Act 2014.
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

Adferiad Recovery are a domiciliary support service which provides care and support to people who experience mental health issues. People are complimentary of the service. Personal plans are created by people and care staff, to ensure people's personal outcomes are achieved. People are cared for and supported by motivated care staff who know them and have had the necessary training to meet their needs. The service is operating in line with the statement of purpose (SoP).

Areas for improvement have been identified regarding personal plans, staff recruitment and notifying Care Inspectorate Wales (CIW) of specific events in line with statutory regulations. Whilst no immediate actions are needed, we expect the provider to take action to address these areas.

Well-being

People are complimentary of the service. People speak positively about the care staff. A person told us, "*They are good...they listen*". People have a voice and are consulted on the care and support they receive. The service user guide gives information to people about the care and support they can expect to receive.

A personalised approach is taken by the service, with people's preferences acknowledged and understood. People are supported to achieve their personal goals. However, service providers do not always have a sufficiently clear plan for how people's care and support is to be provided. Care staff treat people with dignity and respect. One person told us, "*Staff are supportive and don't judge you*".

Nearly all individuals receive the support they need to maintain their health and wellbeing. People are supported to attend appointments and access healthcare support. Care staff know individuals well and can promptly identify any changes in the person. Any changes result in a review of personal plans and other care documentation. Care staff ensure medical attention is sought when required.

Systems are in place to safeguard people. Care staff have a good understanding of how to report matters of a safeguarding nature. However, staff recruitment practices are not sufficiently robust to ensure people are appropriately protected and this could impact on the safety and wellbeing of people.

Care and Support

The process for admitting people into the service is well-planned with people and other professionals. Personal plans are written in consultation with people. People's personal goals and the support required to meet them are clearly documented. Social histories and risk assessments provide care staff with guidance on how to support people. Personal plans are reviewed in a timely manner and consider whether people's personal outcomes are being met. However, personal plans are not sufficiently clear to ensure care and support provided meets the needs of individuals. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. We will follow this up at our next inspection.

We saw people socialising and engaging with care staff. We saw care staff interacting positively with people throughout our inspection visit. Care staff are knowledgeable about the people in their care and are empathic and patient in their approach. People are supported to do the things that matter to them and make them happy. People are encouraged to engage in activities of their choice. Some people accessing the service have the option to spend time in a communal lounge. People told us about group activities that are occasionally arranged by the service such as sports events and trips.

Care staff support people to attend appointments and access healthcare support when required. Care staff know individuals well and can promptly identify any changes, ensuring medical attention and support from other professionals is sought when required.

The service has arrangements in place to safeguard vulnerable individuals. All care staff have completed safeguarding training to an appropriate level for their role. All staff we spoke to have a good understanding of how to report matters of a safeguarding nature. Care staff are trained to respond to events and to seek support from relevant agencies when appropriate. Risk assessments safeguard individuals by identifying and mitigating any risks.

The service has arrangements in place to reduce the risk of infections. All care staff receive appropriate infection control training.

Leadership and Management

The statement of purpose (SoP) clearly states what people can expect from the service and the service reflects its contents. The responsible individual (RI) visits the service and spends time talking with people, ensuring sufficient oversight of the service. The views and experiences of people using the service are used to monitor and review the quality and safety of the service. The Quality-of-Care review considers key information from audits of records at the service, monitoring the quality of care and support provided. However, we saw the service does not consistently notify Care Inspectorate Wales (CIW) of significant events when required and in line with statutory regulation. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. We will follow this up at our next inspection.

Care staff told us the management team are “approachable, friendly and open”. The registered manager is suitably qualified for the role and registered with the workforce regulator, Social Care Wales. The RI and the manager communicate frequently.

Not all staff personnel records contain all the information required by regulations to ensure they are safe and fit for work. Some files we checked did not have the persons’ full employment history recorded, sufficient references, sufficient proof of ID documents, Disclosure and Barring (DBS) documentation, or evidence of registration with the workforce regulator, Social Care Wales. These are areas for improvement, and while no immediate action is required, we expect the provider to take action and will follow this up at our next inspection.

Newly appointed care staff complete a thorough induction programme which includes training and shadow shifts and spending time reading people’s files prior to working with people. Care staff receive regular supervision, which provides time with their line manager to support their ongoing development. Care workers receive appropriate essential training and refresher training to support them in their caring role. Additional training is available on more complex aspects of care. Care staff told us they feel, “*supported and coached*”.

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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15	Personal plans must set out how the care and support needs of individuals will be met.	New
35	Staff personnel records must contain all the information required by regulations to ensure they are safe and fit to work at the Service.	New
60	The service provider must ensure the service regulator is notified of specific events.	New

Date Published 05/04/2023