Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Focus Care Wales Ltd

Unit 99 Building 6
Bowen Court St. Asaph Business Park
St. Asaph
LL17 0JE

Date Inspection Completed

21/01/2025

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About Focus Care Wales Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Focus Care Wales Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	21 July 2023
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

People have choice and control and are supported by staff who understand and communicate well with them. Staff promote people's skills and independence and support them to access services in the local community. People enjoy going on holidays, day trips and activities with consideration to their sensory needs and personal preferences. They try new experiences and are supported to achieve their own goals. Contact with family members is encouraged and there are opportunities to make friends at social events. People are involved in how they want to be supported and reviews are held with people and others to help them make changes in their lives.

There is some mixed feedback from staff about how valued and supported they feel. Staff told us they have plenty of opportunities for learning and development and are mostly positive about the service provided.

The responsible individual (RI) is also the manager and there are arrangements in place to ensure oversight of the service. The RI completes three monthly visits and six-monthly quality of care reviews to look at what is working well and any areas to improve the service. They also attend meetings and conferences to promote shared learning and best practice.

Well-being

People have choice and control over their day-to-day life. Personal plans are very detailed and person-centred taking in to account what is important to people and also their families. Any preferences are clearly recorded including what they like to be called and preferred languages. Different methods of communication are used by staff to engage with people and ensure they are listened to and understood.

Peoples physical, mental health and emotional well-being needs are met. Plans contain information about people's individual health needs for staff to be aware of. Professionals are contacted as required and plans include a list of useful contacts for staff if they need any further advice and support. We spoke with the RI about adding more information about health conditions and medication to ensure consistency in documentation. Important routines are recorded for all staff to follow, helping to provide people with structure and reduce their anxieties. They are able to do the things they enjoy, pursuing hobbies, interests and have weekly activity plans in place. This includes different sports and leisure activities to keep them healthy and active. Some activities are aimed at meeting people's sensory needs which are beneficial for them. People are part of the community accessing different services including college and social events such as discos and clubs. Plans provide information focusing on promoting people's skills and independence with goals set and monitored for them to achieve. Professionals commented on, *"A strength-based attitude to support individuals to meet their outcomes and gain the most from support".* Staff told us, *"I feel at Focus Care Wales we really provide person centred care and go above and beyond for each other to help the service user to achieve the goals they want to achieve".*

People have new experiences including watching shows, going on a boat ride and arrangements have been made to visit the local ski slopes. They look forward to day trips, holidays, celebrating events and birthdays. Plans record important relationships as well as special birthdays and occasions and what this means to people. They have positive relationships and contact with family, friends and staff. Some professional's comments include, *"Good continuity of staff enabling relationships and trust to be built".* Others suggested ways to further improve the service.

People are protected from harm. Assessments are carried out to keep people safe and staff receive training in different areas including safeguarding with policies in place for them to follow.

Care and Support

People have accurate and up-to-date personal plans. Information in plans is detailed and person centred. People, families and professionals are involved in making sure plans are relevant and any changes are made as needed. Where people cannot sign to agree their plans, a representative is nominated to do so on their behalf.

People are provided with good quality care and support through a service which involves them, considers their personal wishes and any risks. Plans include lots of information about peoples' routines, likes and dislikes, personal preferences as well as what is important to them and their families. People gave some mixed feedback about the care and support they receive. Some people said they would recommend the service to others, *"Because they're brilliant and they're good. Help me to cook, help me to organize my life, shopping and help me with problems if I get worried about things"*. They also told us, *"Staff there are kind and they know what to do, to make me happy and confident and comfortable in my day-by-day life".* Some people offered suggestions on improvements that could be made around listening and support and we discussed these with the RI. Staff said the care and support provided is either good or excellent. They commented on teams providing person centred care for people who are well looked after and have a good quality of life. They told us, *"Staff are very good and provide a high level of support to individuals".* People commented, *"Everything works well"* and said staff are very good, always there if needed and shifts are always covered.

Professionals gave some mixed feedback about the service. Some professionals consider the care and support to be excellent. Positive comments include *"The professionalism of the staff I interact with shows that they care about their service users"* and they are *"Proactive in ensuring that support is truly outcome focused, offering innovative solutions to ensure individuals gain the most from support".* Comments also include *"Have gone above and beyond"* during the recent water shortages. Some professionals noted improvements that could be made and we discussed these further with the RI. Risks are assessed and clearly recorded in peoples plans to keep them safe.

The provider promotes hygienic practices and manages risk of infection. There is an infection control policy, staff receive training and have access to personal protective equipment as needed.

Leadership and Management

Staff are recruited, supervised and trained in their roles. Recruitment checks are carried out and staff are registered with Social Care Wales (SCW), the workforce regulator. Supervision sessions are provided for staff to have time to talk and raise any issues but team meetings have not been held regularly. This was discussed with the RI who has assured us these will take place for staff. Staff gave some mixed feedback about how well supported and valued they feel and offered some suggestions on how the service could be improved and we discussed this with the RI. Other staff commented on "*The work ethic amongst staff and managers"* and how they *"All pull together when needed"* with *a "Very hard-working team and company to work for".* The RI is also very complimentary about staff. Training records show staff receive a variety of different sessions including face to face and online. Staff told us, *"Staff are committed to their role"* and consider their opportunities for learning and development as mostly good.

There are systems and processes in place for oversight of the service. The RI is well supported in their role with phone calls and meetings taking place as needed. They obtain feedback about the service from people through phone calls, visits and surveys. Quality of care reviews look at what the service does well and where improvements can be made. The RI has opportunities to share learning and best practice by attending different meetings, including spending time with other providers, conferences and CIW update meetings. Some professional's commented on a *"Brilliant provider and a very experienced management team".*

A positive culture is promoted. The RI told us they actively listen to everyone and lead by example ensuring they are approachable, supportive and work alongside staff. Staff comments include, *"I will highly recommend this company as it cares for its staff as well as its individuals",* they are *"Always available when help or support is required"* and the service is *"Very well organized".* Consideration is given to the rotas taking into account staff wellbeing. Staff commented positively on a *"Work and lifestyle balance"* and the *"Management team is very supportive and tries to make sure every staff gets what they need, even outside work".* They also commented on, *"The amount of support and perks that's offered to staff is really good",* it's an *"Honest firm and they will look after you"* and *"They are very fair to their staff and provide excellent care to the service users".*

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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