Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Shaftesbury North Wales

Prospects, 14a, Uppergate Street, Conwy, LL32 8RF

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www.livability.org.uk

Date(s) of inspection visit(s):

08/04/2025

Service Information:

Operated by:	Livability
Care Type:	Domiciliary Support Service
Provision for:	Supported Living, Provision for learning disability
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Shaftesbury North Wales provides domiciliary and supported living support to people with learning disabilities in Conwy.

People's communication needs are consistently considered, and they have choice and control over their daily lives. They are involved in developing their personal plans which are very detailed and kept up to date. People receive good quality care and support, and their outcomes are being met. Their needs and preferences are well understood by care staff who are respectful.

Leadership and management at Shaftesbury North Wales is good. There is an experienced manager and a Responsible Individual (RI) who has thorough oversight of the service. There are effective and robust quality assurance, monitoring and auditing systems in place to make improvements to service delivery.

Findings:

Well-being — Good

People are supported to have choice over their lives and be healthy. They have a choice of activities they take part in, ensuring they spend time doing things that matter to them. We saw people have activity plans in place and know who is supporting them and when. If plans need to change due to a medical appointment, the management team and care staff work flexibly to accommodate this. People are encouraged to choose and plan holidays they would like to go on, the provider supports people to use cost calculators to make informed choices, have realistic expectations and provide staff to accompany them if required. People can access monthly activity boxes which are sent out from the provider's head office, if they wish. These have recently included easter activity books, recipes for baking, air dry clay and growing boxes with herbs.

The provider has a very strong understanding of the principles of mental capacity and best interest. Team leaders are skilled in upholding people's rights and encourage positive risk taking. They understand people's rights to make unwise decisions if they have the capacity to do so. People's views, wishes and feelings are listened to, and care staff use creative ways to support people to make informed choices by providing clear information in a format that works best for them, for example pictorial signs.

People value the support they receive from care staff. They told us the care staff are *"great, we get on really well and I have a laugh with them"*. They have positive relationships with care staff, telling us *"They help me if I am feeling worried, I trust them. They help me to do things I need to do, like tidying and cleaning, but do fun things with me too".* Relatives told us care staff know people well and provide flexible support.

People are safeguarded from abuse and neglect and supported to be involved in safeguarding processes. This ensures their voices are heard and they are satisfied with the outcomes reached. There are strong support systems in place to ensure any risks are promptly identified and addressed. Risk assessments are updated in a timely way and steps taken to reduce risks are agreed together with people where possible. The provider learns from incidents and accidents, changing their processes and protocols when needed.

Care & Support — Good

People receive good quality care and support to achieve their well-being outcomes. The provider thoroughly assesses people's needs and personal outcomes before they start to provide a service. They gather the relevant information from professionals already involved in people's lives. Support is provided by a stable, dedicated and experienced staff team who have an effective understanding of people's needs. Care staff understand how best to communicate with people and the management team ensure they have the knowledge required to anticipate people's needs. People are supported to attend appointments without delay, the management team and care staff work flexibly with people to change support hours to ensure attendance at appointments if needed. We saw evidence that any changes to health needs are recorded correctly.

Personal plans are completed to a high standard, with people's voices heard throughout. They are detailed, robust, strengths based and easy for people and care staff to understand. Personal plans are written in a way that makes small but important details memorable for staff. Risk assessments are updated as people's needs change, there are processes in place to ensure personal plans are up to date to ensure they are in line with risk assessments. People are at the centre of care planning and are involved in their reviews, their family or representatives are also encouraged to engage. Each supported living service has monthly team meetings which people and their staff team attend. Issues around health and safety, accidents and incidents, changes in support needs and planned appointments are discussed. If there are aspects of the care and support that are not working well, the attendees try to come up with new ideas of what can be done to make things better. People have positive relationships with care staff, we observed people laughing and smiling with care staff.

Medication processes are safe and robust. We saw systems in place to ensure medication is stored securely and administered safely. Regular medication audits are completed by team leaders and the management team at varying frequency to ensure valuable oversight and any actions identified are addressed in a timely way. The medication administration record charts we viewed contained the required information and had been signed correctly.

Leadership & Management — Good

The service provider has effective arrangements, governance and oversight to ensure smooth operation of the service and good quality outcomes for people. The manager is experienced, and the RI visits the service in line with the regulatory requirements. A report is written following each visit which evidences conversations with people and/or their relatives and care staff, as well as reviewing a selection of records. There are governance arrangements in place, and we saw evidence of actions from comprehensive audits being completed resulting in improvements to people's well-being outcomes. A lessons learned log is kept centrally for all services which the provider to be able to access. Any lessons learnt are shared as part of operational briefings and policies and procedures are amended in response if needed.

There are robust policies and procedures in place which contribute to the successful running of the service and also inform care staff of what is expected of them. The manager has valuable knowledge of the legal requirements and codes of practice when working with people with complex needs. This ensures that the approach to providing support is underpinned by mental capacity and best interest guidance.

People are supported by care staff who are safely recruited, feel well supported and receive training to carry out their roles effectively. There are strict selection and vetting processes in place, so people know care staff are qualified and trustworthy. We saw evidence that pre-employment checks including references and Disclosure and Barring Service certificates are applied for prior to employment commencing. Care staff tell us they like working at Shaftesbury North Wales and feel well supported. One staff member told us, *"I feel very well supported and enjoy the work that I do. I get to support people to do the things that matter to them, which is very rewarding".* Care staff have formal supervision and annual appraisals in line with regulatory requirements and feel able to approach the manager with any issues they may have. They are able to access services to support them with their own mental health if needed. The provider ensures care staff receive training appropriate to the needs of people. Training records are reviewed and updated by the management team to ensure training compliance and care staff have either registered with Social Care Wales, the workforce regulator, or are in the process of doing so.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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