Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

# Alexandra House Support Services


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**Date(s) of inspection visit(s):**

15/05/2025, 15/05/2025, 08/05/2025

## Service Information:

| | |
|---|---|
| Operated by: | Alexandra House Support Services Ltd |
| Care Type: | Domiciliary Support Service |
| Provision for: | Supported Living |
| Registered places: | 0 |
| Main language(s): | Welsh and 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:

Alexandra House Support Services provides domiciliary support to people living in Denbighshire.

The areas of non-compliance identified at last inspection in relation to care plans, staff appraisals and the Quality-of-Care Review have been removed as the provider is now fully compliant with regulations.

People have control over their daily lives and are provided with flexible support where possible. People participate in developing their personal plans which are detailed and 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.

Leadership and management at Alexandra House Support Services is good, with effective oversight in place. There is 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. If people would like call times to be changed their requests are accommodated as much as possible. We were told by those receiving support they feel their views matter and they feel they can talk to staff or managers openly. People are supported by care staff that are familiar to them, they know who is supporting them and when. People have input into their personal plans, and they inform care staff of people's preferences. People, their relatives and care staff are involved in the improvement and development of the service as the Responsible Individual (RI) sends out questionnaires to gather feedback on the service provided. Care staff know the people they support very well and relationships between care staff, management and people are positive.

People are safeguarded from abuse and neglect because there are effective systems in place to ensure any risks are promptly identified and addressed. The RI speaks with people regularly to discuss their support, any problems they may have or areas of risk that have been identified. People told us, *"Managers respond to my needs, the RI is very good, they will arrange for a carer to attend hospital appointments with me."* Risk assessments are updated in line with personal plans and give care staff a clear understanding of identified risks they need to be aware of to keep people safe. People are informed about their rights and supported in voicing any concerns they have.

## Care & Support — Good

People receive good quality care and support to achieve their well-being outcomes. The provider assesses people's needs and personal outcomes before they start to provide a service. This includes gathering relevant information from professionals already involved in people's lives. People's voices are heard throughout their personal plans and people are encouraged to share their preferences, so their likes and dislikes are clearly recorded. Personal plans are personalised, accurate, reviewed regularly and consider what outcomes people want to achieve. They are also detailed and give care staff comprehensive instruction on how to best support the person in line with their wishes and outcomes. Appropriate risk assessments are in place and up to date. Care staff understand how best to communicate with people and management ensure they have the knowledge required to anticipate people's needs. People receive care in line with their personal plans and professionals' documentation. Records show care staff provide support in a timely way. People said, *"I know who is coming…staff are very reliable and have not let me down."* If there are aspects of the care and support that are not working well, management and care staff try to come up with new ideas of what can be done to make things better. This includes changing call times or increasing the length of call times if needed, following discussions with the individual and relevant professionals. Any changes to the care and support undertaken is clearly recorded in peoples care documents and communicated amongst the staff team. People have positive relationships with care staff and say they feel safe with them. A relative told us *"All the staff treat my relative with respect, my relative loves them and is happy to see them. Staff have got to know what my relative likes and dislikes."*

Medication processes are safe and robust. We saw systems in place to ensure medication is administered as prescribed. Regular medication audits are completed regularly, and personal plans give care staff appropriate information about people's medication history. Staff are trained in medication administration and their competency to administer is checked annually.

## Leadership & Management — Good

The service provider has effective arrangements, governance, and oversight to ensure smooth operation of the service and good outcomes for people. The managers are 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 comprehensive governance arrangements in place, with detailed managers audits being undertaken. The provider undertakes the six-monthly Quality of Care Review which is comprehensive and detailed. The RI also undertakes the services own quality assurance. These audits ensure that the voice of people receiving a service is heard, and any improvement required is identified and undertaken.

There are robust policies and procedures in place which contribute to the successful running of the service and inform care staff of what is expected of them. Care workers have access to these in real time on their hand-held devices, and this ensure that care and support is undertaken in line with best practice and legal requirements and helps to ensure people's outcomes are met.

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 can be assured care workers are qualified and have undergone appropriate checks. 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 the service and feel well supported. One staff member told us, *"The RI is very approachable, and managers are very good, we see them every day."* 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. The provider ensures care staff receive training appropriate to the needs of people. This was confirmed by documentation we saw and by what care workers told us. People receiving support also confirmed care staff knew how to support them appropriately. 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. People we spoke with who receive support, as well as care staff, confirmed people are supported by small numbers of care workers whom they know well. This was confirmed by staff rotas which shows people receive good continuity of care from small numbers of care staff. Everybody we spoke with told us that care workers are very rarely late and never miss their calls.

# 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.

**CIW has no areas for improvement identified following this inspection.**

**CIW has not issued any Priority action notices following this inspection.**

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