Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

PRESS

Festival House
Victoria Business Park
Ebbw Vale
NP23 8AN

Date Inspection Completed

28/11/2023

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About PRESS

Type of care provided	Domiciliary Support Service
Registered Provider	Planned Support Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	27 May 2021
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

The service supports and encourages people to be involved in the planning of their care and they receive a good quality and reliable service. Personalised outcomes which people wish to achieve are recorded and the support provided assists people to achieve their goals. People have developed good relationships with care workers who offer appropriate levels of continuity. The service has safe recruitment practices and care workers receive appropriate support and training. Management changes at the service have taken place since the last inspection. The provider remains committed and dedicated to providing a good quality and reliable service. There are appropriate levels of oversight of the service and the provider values people's feedback which supports the service to continually develop and improve.

Well-being

People have as much control as possible over their daily lives. The service consults with people and establishes the personal outcomes people wish to achieve. Information about people's preferences and preferred routines are recorded in personal plans of care and the service strives to provide support in a way which reflects this. Reviews take place which involve people and/or their representatives. Reviews consider how people's outcomes are being met, identifies where changes are required, and personal plans are updated. This means that people have a voice and are regularly consulted.

People receive support which promotes their health and well-being. Care staff know people well and how people prefer their support to be provided. This supports care staff to identify when people are unwell at an early opportunity. Care workers take a proactive approach to supporting people to remain well and encourage people to be as healthy and independent as possible. Where required care workers liaise with other health and social care professionals promptly. This ensures people are provided with the right care and support.

People are provided with safe support. There is an appropriate safeguarding policy available to care workers which is up-to-date and regularly reviewed. Care staff receive appropriate training and refresher training to promote their understanding of safeguarding and actions they need to take. Staff speak confidently and competently about safeguarding and there are appropriate systems in place to ensure where safeguarding issues are identified they are reported promptly to the local authority safeguarding team. People can feel assured they are supported by a service which places high importance on the safeguarding of people.

Care and Support

People receive a reliable and good quality service. Personal plans are written with people and the service strives to provide a personalised service, tailored to meet individual needs. Personalised goals and outcomes are identified, and plans contain comprehensive and detailed information. This ensures care staff have up-to-date information to guide them. People are fully involved in regular reviews of their care which consider how the service is supporting people to achieve their goals and identifies if outcomes change. Reviews take place at the required frequency and where changes are identified, this results in personal plans being updated promptly. One person's representative told us, *"X loves every minute he is with them (care workers), he has flourished because of their support."*

People are complimentary about the support provided by care workers and have confidence the service strives to provide appropriate levels of care worker continuity. Effective systems are in place to ensure people receive the support they require. We saw care workers are kind and caring and have developed good relationships with the people they support.

Care workers support people to take their medication as prescribed. Appropriate recording of the support provided with medication is in place and there is oversight of this by management. Regular audits are completed which help to identify what is working well and if improvements are required.

People are appropriately safeguarded. Care workers are trained, competent and confident in their ability to identify and report concerns. The service has appropriate systems in place to report safeguarding concerns where these are identified. There is an up-to-date and effective safeguarding policy in place which aligns to current legislation and provides care workers with relevant information. Care workers are provided with the safeguarding policy as part of their induction into the service.

Leadership and Management

Effective arrangements for the oversight of the service are in place. The Responsible Individual (RI) undertakes quality checks, visits services at the required intervals and completes quality-of-care reviews. This appropriately identifies what is working well, alongside identification of areas where the service would like to develop further.

The service has an up-to-date statement of purpose (SOP) which details the range and nature of the support available to people. The SOP is provided to people on commencement of the service. Information contained within the SOP is reflective of the service provided.

People receive support from care workers who are safely recruited, trained, and supervised. We looked at some care worker personnel files which contain comprehensive and consistent information. Disclosure and barring service checks (DBS) are in place, prior to the commencement of employment and these are updated at the required frequency. Care workers have access to an induction programme, which is in keeping with guidance provided by Social Care Wales (SCW), the social care regulator. Care workers are appropriately registered or working towards their registration with SCW. This is a requirement in order to formally recognise care staff as part of the social care workforce. Care workers receive regular supervision which supports their ongoing development and improvement. Assessment of care worker competence takes place and supports the service provider to demonstrate care workers are suitably competent to carry out their role. Care workers receive appropriate training in core subjects and refresher training is also available when required. There are appropriate systems in place to ensure training is undertaken at the required intervals, and training is routinely discussed during staff supervision. Care workers are positive about their employment. One care worker told us *“we have regular meetings where we can discuss any issues”.* Another stated *“the manager is really supportive and approachable”.*

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

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Date Published 02/01/2024