Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Kensington Place

8 Kensington Place
Newport
NP19 8GL

Date Inspection Completed

29/08/2024

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About Kensington Place

Type of care provided	Domiciliary Support Service
Registered Provider	Elysium Cymru Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	13/12/2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are very happy with the care and support they receive from an established staff team. Care workers and managers present as knowledgeable and attentive to what people need and want. They are well supported in their roles and receive suitable training to ensure they have the necessary skills to carry out their roles successfully. People's well-being is enhanced by the support they get to engage in activities they want to pursue at home as well as in their community. Overall, we found each person receives a service tailored to their own individual needs, likes and dislikes.

There are very good systems in place to enable managers and care staff to plan, deliver and review the care and support provided to each person. These systems involve continually seeking people's views to ascertain what they want to do and how they want to be supported.

The service is well managed and overseen. A long-standing manager and senior staff are in post. The responsible individual (RI) is also involved with the day-to-day running of the service. They are all held in high regard by people and the care team. Care workers feel valued and supported in their role. The RI completes the required regulatory reports.

Well-being

People who use the service have choices about the support they get and about doing the things they like. During the inspection visit, we met people who live together and who all choose to receive support from the agency. We observed each person pursuing a different type of activity and each receiving varying levels of support. People spoke to us about what matters to them including their interests and hobbies. This included talking about activities within their home and in the local area. Our observations and discussions with staff show they cater for people's preferences and because they know them well, can anticipate their needs. Records show people are involved in all decisions which affect them. The RI seeks feedback from people when they visit. The service provider gives each person 'A guide to the service' which is in an easy-read format and outlines the support they can expect. It also gives them the contact details of people and agencies they can contact if they have any concerns.

People are supported to remain as healthy as possible. Care workers support them to remain physically and mentally as well as possible. This includes supporting them to maintain a good diet and supporting them with their medication. Care workers monitor people's health, and referrals and appointments with health professionals are arranged when necessary. They also support them with routine appointments. We observed care workers promptly recognise when people indicate they need time alone or when they want to engage with a new activity even when people can't express their wishes verbally. They are supported to have choices, to remain active and to maintain meaningful relationships. We also noted people spoke with us about the activities they have planned. Having good relationships with those around them and having things to look forward to promotes their emotional well-being.

Measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have policies and procedures to guide them. There are risk management plans in place, and these are kept up to date to keep people as safe and as independent as possible. People are supported by long standing staff team who can recognise signs when something may be concerning a person. This enables care staff to provide any support needed and/or escalate their concerns. Overall, people benefit from a service which is well lead by an experienced management team and a stable staff team.

Care and Support

People receive the support they require when they need it. We observed care workers and a deputy manager supporting people and noted warn and supportive interactions between them at all times. We saw staff are encouraging and reassuring, and demonstrate a clear understanding of people's needs. We observed several instances when staff knew when to take a step back and enable people to do things independently. We also saw they know when people need assistance. Three people spoke with us about what they like doing. One person showed us their art work. Another person showed us the figurines they collect, told us about going out with a relative, something they do regularly.

There is documentation in place for each person. It reflects information gathered from people and significant others including health professionals. One person spoke to us about the process the service provider followed before their relative started using the service. It evolved over an extended period of time during which the person had opportunites to get to know the people they would be sharing a house with, senior staff and care workers. This enabled them and their relative to make an informed decision. In turn, the provider had time to gather information about what mattters to the person, their future goals and what their needs are in order to write their personal plan.

People's plans are highly individualised. Records include their likes and dislikes, preferred daily routines and how best to support them when they struggle with completing tasks independently or managing emotions for example. The documentation for one person clearly shows how the service provider ensures staff promote their independence at all times whilst simultaneously supporting them to remain safe and healthy. It also outlines how the person communicates and what the signals they use mean. On a day-to-day basis care workers complete daily records to show what people have done. Staff regularly assess by observing and asking people, what is working well for them and what needs to be changed. They review their care documentation; accordingly, this ensures all information remains up to date.

The provider has mechanisms in place to safeguard the people they support. Care workers are trained and are aware of the procedures to follow if they are concerned about someone they support. When people wish to pursue activities which may present risks, these are reviewed, and risk management plans are drawn up. These help to keep people as safe and as independent as possible.

Leadership and Management

People benefit from a highly experienced and committed leadership and management team. A manager who is registered with Social Care Wales (SCW) and the RI are involved in the day-to-day running of the service. They told us their aim is for people who use to the service to live happy and meaningful lives. People, their relatives and staff speak highly of them, saying they are approachable, they can be contacted at any time, they are supportive, and they always prioritise the needs of people who use the service. The service has policies and procedures which are clear and fit for purpose. We saw the manager and the RI carry out regular audits and review the information collated. The RI seeks feedback from the people they support, relatives and from staff on an ongoing basis. They record the findings of their monitoring activities and complete the necessary reports. People who use the service and their representatives have access to a handbook which gives them information about the service provider and how the service is run.

There are arrangements in place to recruit, train and support staff. We examined recruitment records. These show the service provider carries out the necessary checks before a person can start working for the agency. New staff receive an induction and ongoing mentoring and support from colleagues. We noted this is highly effective and possible because the number of people recruited is low. Since March 2023, the provider has recruited two new members of staff. Supervision and training records evidence good processes are in place for supporting and developing staff. One person spoke with us about their journey with the agency and the promotions they secured. They also told us the RI and the manager are always at the end of the phone. They also mentioned the size of the agency which is small and which enables the provider to take care of the "*Small touches*". All care workers are registered with SCW, the workforce regulator, and hold a recognised social care qualification. The two newest members of staff are working towards theirs.

There is good oversight of financial arrangements and investment with evidence of continuous investment by the provider to maintain a high-quality service. This includes maintaining good staffing levels which are appropriate to give people the support they need and want. One member of staff spoke with us about the last person to be referred to the agency and how the provider gave them time to decide whether they could provide the service they needed and wanted. We noted the provider prioritised the needs of the people who would live together over financial gain.

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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Date Published 22/10/2024