Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Anheddau Cyf

Anheddau Cyf
Unit 6 Llys Britannia
Ffordd Y Parc Parc Menai
Bangor
LL57 4BN

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

22 January 2025.

14/02/2025

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About Anheddau Cyf

Type of care provided	Domiciliary Support Service
Registered Provider	Anheddau Cyf
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	1 August 2023.
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

Anheddau Cyf provide a quality service which is very well thought of by people using the service and their families. The service consistently strives to provide robust, personalised care for people with a stable staff group who know people's needs well. Families praise the level of communication received from the service and feel their loved ones have a voice in their care and can influence the level of service they receive. Families and care staff gave examples of how the service significantly improve people's lives and support people to achieve their desired outcomes. People are supported to be a part of their local community and achieve as much independence as they are able.

Care staff enjoy working for the service and with the people they support. Many staff commented, "*It's the best service I've worked for".* Care staff are given a high level of training and support to assist them in their work. Care staff feel managers are very approachable and proactive and feel they can advance in the service if they wish to.

The Responsible Individual (RI) provides reports which measure the quality of the service in line with legislation. Care staff know the RI and state they visit people's homes regularly. The RI has worked to enhance communication and support for staff throughout the service and uses several methods to train and communicate with staff including podcasts.

Well-being

Outcomes for people who use services are consistently achieved and of high-quality. We received feedback from people using the service who stated they were very happy with the service and the care staff supporting them. People said they are given choices and can go out regularly and do things which make them happy. People said, "*They are nice staff, they support me and take me out to different places",* "*They do a good job", "Staff are helpful and cheerful", "There's plenty of activities on offer", "Staff speak Welsh".* People appreciate having familiar staff who know their needs well and make them feel safe. We saw from personal plans viewed, people are central to their plan of care and are included in reviews for their care plans where able. People's preferences are recorded in their personal plans, routines, triggers and how to comfort and reassure people. First language preferences are acknowledged, and people can receive a service through the medium of Welsh.

Service providers actively seek out new options to enable people to have positive experiences and improve their lives. We saw examples to show how the service significantly improves people's lives through positive support. People choose their outcomes as they are able, and the service strives to enable them to achieve them and to be as independent as possible. The service actively encourages people and families to have a say in the service to ensure it remains high quality and fit for purpose.

Feedback about the effectiveness of the service is described as outstanding. We received effusive feedback from families regarding the service. Families feel the service helps their loved ones to be happy and positive. Families feel people can achieve their desired outcomes with the service and said communication with families is excellent. Comments received from families include, "*Excellent",* "*Totally supportive and effective*", *"Staff from the top management to care support workers are approachable and well trained", "An excellent service", "All staff are trained to give excellent care", "Communication between care staff and families is very good", "The care given to my relative is excellent", "I would recommend the service", "There's good continuity of care from staff", "I have complete confidence in the care staff", "Wonderful", "Genuinely caring people".*

Care staff are trained regarding safeguarding procedures to keep people safe from abuse and neglect. Training records show care staff are updated regarding mandatory training and can request further training if they require. Care staff can describe local safeguarding arrangements to ensure people's safety.

Care and Support

The quality of care and support provided is outstanding. Families are confident their relative is well cared for. People's personal plans are frequently reviewed to ensure people's desired outcomes and personal needs remain central to their plan of care. People are included in their plan of care and reviews; people have a voice and can influence their care. People are enabled to be as independent as they are able and attend daily activities and completed household tasks around their home. Support is given to help the person remain healthy, eat well, be active and attend medical appointments and reviews. The same care staff give consistent care to the person to enable them to feel secure. Care staff demonstrate they know people's needs well and are aware of triggers and how to comfort and reassure the person. Families commented on how well the staff are trained and that they consistently give care of a high standard.

Care and support is designed through involvement with people and tailored to achieve their personal outcomes. People are given daily choices, and their preferred routines are adhered to. Senior managers visit people's homes regularly and have oversight of the standard of care given. Managers told us of a person needing end of life care, their wish was to be at home. The service worked closely with other agencies and care staff were committed to make the situation work for the person therefore achieving the person's objective. This was achieved during a busy holiday period. A person in hospital received video messages from care staff members which comforted them. A mother said her son's outlook has changed completely from depression to positivity and happiness through the support of the care staff. People can be assured of a high standard of care tailored to their individual needs.

The service provider actively seeks out opportunities to learn and share good practice. The service has a robust training system in place which is praised by staff. Care staff comprehension of the training is regularly checked, and staff are offered additional training and support if they require it. Care staff are given opportunity to network with colleagues in workshops and meetings and share good practice. Care staff said they appreciate this and feel it is an extra layer of support. The service reports incidents to CIW and local authorities in line with legislation and strive to safeguard people and keep them safe as required.

Environment

Care Inspectorate Wales (CIW) do not comment on the environment theme in domiciliary care as care takes place in the person’s own home. However, we saw personal plans included risk assessments for the person's safety in their own environment and fire evacuation procedures.

Leadership and Management

Leadership and management of the service is outstanding. The service has undergone a managerial re-structure ensuring there is good bottom to top and top to bottom communication. The managerial structure is effective and ensures managers in all homes in all areas of the service's footprint have good over-sight of the care given. The managerial structure is organised to inform the RI of the standard of care given which then feeds into their quality-of-care report which is produced in-line with legislation requirements. The RI regularly visits homes in all areas covered by the service and is known to care staff members. The RI has ambition to continually improve the service and actively seeks new communication and training methods. Managers and senior staff state they are very well supported and can access plentiful training to assist them in their role.

Innovative leadership, governance and the positive culture it creates drive and improve outcomes. Care staff training is conducted via several mediums and care staff have regular supervision for support and can access additional training if required. Families commented on the positive culture in the service and that all staff, including senior members, are approachable and have the best interests of the person cared for at heart. Care staff are happy in their work, several commented, "*it's the best service I've worked for."* People benefit from the positive culture as staff are supported to give high standards of care which helps people achieve their desired outcomes.

A Highly motivated, skilled and stable staff group receive comprehensive support and training to deliver high quality outcomes for people. Care staff training is timely and robust. Families noted staff are very well trained and this is demonstrated by the high quality of care given. Care staff have commitment to the people cared for and are innovative in their care to meet the needs of the person. Supervision is regularly given to care staff to help them in their role. Care staff said they appreciate this and feel they can progress in the service if they wish. Care staff feel listened to and have access to a phone app to contact senior managers if they have any concerns. Care staff said they are very well trained and supported and managers are approachable. Care staff said, *"The care and support is excellent",* and "*It's a joy to work for them*." The retention of staff is good and enables continuity of care for people. Staff records show appropriate checks are in place to ensure staff are appropriate to work with vulnerable adults. The service promotes diversity in their recruitment of care staff.

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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