Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Abacare Ystradgynlais Branch


Abacare, 8 West Street Gorseinon, Swansea, SA4 4AA

01792 457766

https://abacare.org.uk/


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

07/05/2025, 06/05/2025

## Service Information:

| | |
|---|---|
| Operated by: | Abacaredig Holdings Ltd |
| Care Type: | Domiciliary Support Service |
| Provision for: | Supported Living |
| Registered places: | 0 |
| Main language(s): | English |
| Promotion of Welsh language and culture: | The service provider is not meeting the Welsh language and culture needs of people and this requires improvement. |

## Ratings:

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

## Summary:

Abacare Ystradgynlais Branch provides domiciliary support services to people in their own homes in the West Glamorgan area.

People experience positive well-being outcomes resulting from the good standard of care and support provided by the service. Care documentation is reflective of people's needs, highlighting pro-active ways to support people and manage risks. There are systems in place to ensure people receive medication as prescribed. People tell us their experiences of being supported by the service is positive saying they are treated with dignity and respect. People are protected from harm and abuse and there are policies and procedures in place which support safe practice.

The service is well led and there is good governance and quality assurance measures helping it reflect and develop. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive training relevant to people's needs and are supported in their roles.

# Findings:

## Well-being — Good

People are treated with dignity and respect and are supported to identify and achieve their well-being outcomes. People say they have positive relationships with care staff and use words like *“very respectful”, “very good”* and *“lovely”* to describe them. People and their relatives are involved in the care planning process and consideration is given to individual preferences and routines. Reviews are frequent giving people the opportunity to discuss their care and support and give feedback on the service they receive.

People are supported to stay as healthy as possible. Care staff are familiar with people’s health needs as they are detailed in their personal plans. Personal plans are updated when needed to ensure they remain reflective of people’s needs. Care staff receive training relevant to the needs of the people they support and monitor people’s overall health and well-being. People are supported to receive their medication as directed and there are infection control measures which help to reduce the risk of infection.

There are systems in place to help protect people. Care staff are recruited safely with all the required checks completed prior to employment. Care staff have access to a programme of ongoing training and support which helps them remain sufficiently skilled. Potential risks to people’s health and safety are identified and there are plans detailing strategies on how to manage these. People have access to information giving guidance on how to raise concerns. There is a written guide containing practical information about the service provided and also includes information about the complaints process and the availability of advocacy services.

## Care & Support — Good

The standard of care and support people receive is good. People and their representatives are complimentary about the service provided, saying, *"The carers are very sociable, I get on with all of them, they are very helpful", "The staff are very respectful"* and *"I'm really happy with the service provided".* Personal plans highlight people's well-being outcomes and provide care staff with detailed information on how to support people to achieve these. Risks to people's health and safety are assessed and managed. Personal plans are produced with people so their views and preferences can be captured. Personal plans are regularly reviewed to ensure information recorded remains relevant as people's needs evolve. Care staff complete daily recordings to evidence people have received the care and support outlined in their personal plans. There is a dedicated falls response service which provides rapid response to people who have experienced a fall. Care staff have access to specialist lifting equipment and are trained to assess people for injuries.

There are effective systems in place to support people with medication needs. There is a medication policy which is aligned with best practice guidance. Care staff are trained to administer medication and are subject to regular competency checks. Medication audits are routinely completed to ensure any issues or discrepancies are quickly identified and actioned. Medication administration recording (MAR) charts we viewed are free from errors suggesting people receive their medication in line with the prescriber's recommendations.

People are protected by effective infection control measures. Care staff have access to personal protective equipment (PPE) and receive infection control training. There is an up-to-date infection control policy which is kept under review. Care staff understand their responsibilities with people confirming care staff always use PPE when supporting with tasks such as personal care.

People can be assured the service takes measures to protect them from harm and abuse. There is a safeguarding policy which is reflective of current statutory guidance. Care staff receive safeguarding training, understand their safeguarding responsibilities and how to report issues should they have concerns about a person's well-being. Care staff we spoke to say they feel confident any concerns they raise with the management team would be responded to appropriately. Incidents and accidents are recorded and reported to the relevant agencies when needed.

## Leadership & Management — Good

People are supported by a staff team who have the necessary expertise, skills and qualifications for working in the care sector. The service recruits care staff in line with regulation. Personnel files we looked at show all the necessary pre-employment checks are completed. These include, identity checks, employment history checks and Disclosure and Barring Service checks. On commencement of employment care staff complete a structured induction where they complete core training and get the opportunity to shadow experienced members of the team. Care staff told us the induction is useful as it helps them understand their role. Care staff are registered with Social Care Wales the workforce regulator within the required timeframe. A programme of ongoing training is provided. Training records show care staff have up to date training in core areas of care, such as manual handling, medication administration, infection prevention and dementia awareness. The training provided is a combination of online and face to face training. Care staff report the standard of the training they receive is good.

Care staff are happy working at the service and feel supported in their role. There is a clear staff structure and care staff know who to contact for support or advice. Care staff provided complimentary feedback saying, *"The managers are good, they are very supportive"* and *"I get supervision every three months and an annual appraisal. I do feel supported".* Records we viewed confirm care staff are receiving the recommended levels of formal support. In addition to this care staff have access to an employee support programme and their achievements are recognised by the provider at a local and national level.

The service uses an electronic system to monitor call times and punctuality. Care staff we spoke to said they do not always have sufficient travel time between calls. People told us care staff did not always attend at the agreed times. Records we sampled confirmed care staff did not always attend calls on time, this is especially prevalent at the weekends. We did not identify any impact on people because of this and the management assured us they would investigate and try to resolve the matter.

The service is well-led with appropriate governance and quality assurance measures which provide the management with good oversight and help the service run smoothly. The manager is responsible for the day-to-day operation of the service and is supported by an area manager. There is a team of care coordinators and supervisors who provide support and guidance to care staff. The RI routinely visits the service, gathers feedback from people and staff and analyses relevant information. Six-monthly quality of care reviews are completed to assess the services performance and identify where improvements can be made. Written information such as policies and procedures are kept under review and updated when necessary. The service is open and transparent, making the legally required notifications to Care Inspectorate Wales (CIW) regarding occurrences at the service.

# 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.

***Welsh Government © Crown copyright 2025.***
*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk*
*You must reproduce our material accurately and not use it in a misleading context.*