Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Active Care Group - West Wales

117 Mercury House
Waterloo Road
London
SE1 8UL

Date Inspection Completed

13/01/2025

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About Active Care Group - West Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Staff Management Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	26 July 2023
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

Active Care provides people with support in their own homes. People offered positive feedback about the service provided. People told us they are well-supported and are encouraged to remain as independent as possible, for as long as possible. People are supported to achieve personal outcomes and goals by familiar care workers. Care workers are dedicated to their roles and treat people with kindness and respect.

Personal plans and risk assessments are robust. Personal plans are co-produced with people on an ongoing basis and reflect what is important to them. Personal plans are routinely reviewed in a timely way and updated when needed.

Robust governance and quality assurance arrangements provide management and the responsible individual (RI) with good oversight of the service provided. People are regularly asked for their feedback which is used to improve the service. People are supported by staff who are safely recruited, well-trained, and supported.

Well-being

People have choice and control over their day to day lives. Care packages are designed around people with their continual input. People are supported to be as independent as possible to promote their well-being. A detailed Service User Guide (SUG) helps them understand what opportunities are available to them and how the service can best support them to achieve their goals. The SUG was developed with people's input. This demonstrates the service provider's commitment to involving people as much as possible in their own care.

People are encouraged to learn and develop to their full potential and do the things that matter to them. Personal outcomes act as goals for people to work towards to improve both their physical and emotional well-being. Outcomes are reviewed with people to ensure they are realistic and still relevant. People told us the service provider helps them achieve what is important to them. This includes travelling and staying as healthy as possible.

People are listened to, and their individual circumstances are considered. Personal plans are detailed and consider people's all-around well-being needs. People are encouraged to speak for themselves and contribute to the decisions that affect their lives. Feedback is regularly sought from people to make sure they are happy. Emotional and physical well-being needs are comprehensively outlined in personal plans and risk assessments. Important information is highlighted to draw attention to it, ensuring care workers are familiar with people's critical needs and risks.

People are safe from harm and abuse. A comprehensive safeguarding policy and robust safeguarding protocols help to keep people safe. People's support workers and managers regularly ask them if they have any worries or concerns. People are given written guidance explaining their right to complain. Care workers are safely recruited to ensure they have the right character and skills for their roles. Care workers undergo core training to make sure they can perform their duties safely and effectively.

Care and Support

People are treated with dignity and respect by dedicated care workers. People have small teams of familiar care workers who provide consistent and long-term care and support. This benefits people's well-being. People offered positive feedback about the service provided. This feedback included *"Things are good, overall. Active Care are good. They do well. They resolve issues quickly",* and *"As an agency, they do really well."* People told us they have built-up good working relationships with the service manager, who listens to them and acts on feedback promptly. Any concerns are resolved in a timely way. One person told us *"I would be gutted if [the manager] left."*

People's personal plans are robust. Personal plans are co-produced with people and written from their perspective. They include people's social histories, as well as their main likes and dislikes, what is meaningful to them, and their aspirations. This information is important so that care workers can get a sense of who the person is and what is most important to them so they can achieve well-being. Personal plans provide care workers with the information necessary to deliver person-centred care. This means care workers tailor their care delivery based on the needs and preferences of people. People's well-being and health needs are comprehensively outlined in a person-centred way. Risk assessments are robust and help mitigate unnecessary risk to keep people safe. Care workers help people work towards personal well-being outcomes so that they continually learn and develop. Personal plans are continually reviewed to ensure they are accurate and up to date.

The service provider's medication policy is robust. Medication trained staff support people to take medication as per the prescribers' guidelines. This means people's health conditions are managed well. Self-administration of medication is encouraged to promote independence.

Leadership and Management

People are provided with accurate and thorough information about the service. A comprehensive Statement of Purpose (SOP) reflects the service provided which helps people choose a service which can meet their needs. A written guide to the service informs people what opportunities are available to them and how the service can best support them to achieve their outcomes and positive well-being. People supported by the service provider were involved in the writing of this written guide. Key policies underpin safe and consistent practices.

Strong governance arrangements ensure a smooth and effectively run service. Management are dedicated to their roles and know people well. A good range of quality assurance audits and tools provide managers with good oversight of the service provided. The RI knows people well and undertakes their regulatory duties in a diligent way. RI quarterly visits focus on visiting people at their homes and asking for their feedback regarding the service they receive. Improvement plans are developed from this feedback and acted on promptly. Proactive auditing provides the RI with good oversight of the service provided. These audits are included as part of the RI's bi-annual Quality of Care reports. These reports highlight where the service is doing well, and any improvements needed. Improvement action is taken appropriately. People offered positive feedback about the service manager and RI alike.

People are supported by care workers who are suitably fit and have the knowledge and competency to provide good quality care and support. Care workers are safely recruited to ensure they have the right character and skills for the role. This includes having a disclosure and barring services (DBS) check before supporting vulnerable people. Care workers undergo all core and specialist training so they can undertake their duties safely. Care workers are supervised by management. Supervision is important as it affords care workers the opportunity to discuss any developmental needs or concerns.

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 17/02/2025