Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Pobl Care & Support Gwent Regional partnership area

Pobl Group
Exchange House The Old Post Office
High Street
Newport
NP20 1AA

Date Inspection Completed

20/02/2025

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About Pobl Care & Support Gwent Regional partnership area

Type of care provided	Domiciliary Support Service
Registered Provider	Pobl Care and Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	10 February 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very happy with the care and support they receive from staff to do the things they like and to lead active lives. People who use the service and external professionals trust the service and give excellent feedback. Our observations support the feedback we received. We saw that staff know people well, treat them with dignity and kindness and they offer reassurance when necessary. In addition, staff work effectively with external professionals to manage risks and to meet people's needs.

The agency has very strong systems in place to enable them to plan, deliver and review the care and support provided to each person. They also have good systems to recruit, induct, train and develop staff. We noted all these systems involve people who use the service.

The service is well managed and overseen. Established managers and senior staff are in post. They effectively manage day-to-day operations, and they comprehensively deal with complex situations. The Responsible Individual (RI) visits people who receive a service and completes the required regulatory reports. The provider has many other quality of care oversight procedures in place. Where things go wrong the provider takes action to learn from mistakes. They also continually look at ways to develop the service to benefit people who use it and to ensure that the service is the best it can be for them.

Well-being

People have choices about the care and support they get and about doing the things they like. People spoke to us about what matters to them, how they spend their days and about the support they receive from care staff. Our observations and discussions with staff show they cater for people's preferences and because they know them well, can anticipate their needs. We saw evidence of positive relationships between them. We noted staff support people to engage in a range of activities within their own homes and in their local area. Records show people and their representatives are involved when their personal plans are set up and reviewed. The RI seeks feedback from people when they visit and acts when something needs to change. People are given information about the service they can expect, how they can give feedback and who they can contact if they wish to raise a concern. This information is available in Welsh, English and in 'easy read' versions.

People are supported to remain as physically and mentally healthy as possible. They receive varying degrees and types of support according to their own needs and wishes. We saw this can include support with personal care needs, to attend routine health appointments and to take medication. They are also supported to stay physically active, and to maintain meaningful relationships with family, friends and acquaintances. When needed, we saw specialist staff and external professionals are involved. Discussions with people and a review of their care documentation show they are supported to have control over their day-to-day lives and also to make plans for the future. This all contributes to people's physical and mental well-being.

People are protected from abuse and neglect. Staff are vetted before they start working and there are robust systems to induct and train staff so that they know how to provide the care and support people want and need. Staff are also trained to look out for and to raise concerns if they suspect someone's well-being is compromised. They have clear policies and procedures to guide them. On an individual basis, there are risk management plans in place to keep people as safe and as independent as possible. Senior staff work very well with external agencies when issues arise.

Care and Support

People receive the care they require. We saw staff provide varying levels and types of support. People speak positively about the support they receive, they talk about doing the things they want to do and about getting the help they need. We observed staff providing very high quality care and support to people, they have excellent knowledge of their needs and wants, and know how best to communicate with them. People who use the service rate it as excellent. The feedback they gave us included: "*My staff are very good people and like Liverpool says with my staff I'll never walk alone*," "*They are absolutely fantastic*" and "*They help me loads*." Their representatives told us "*Staff aspire to do their best*," "*Staff are aware of needs, wishes, preferences of individuals*" and "*Staff are friendly, supportive and empathetic*."

Each person has a comprehensive set of care documentation which contains information about them and how staff can best support them. It includes information gathered from them and from significant others, including health professionals. Their documentation gives a real sense of who they are, what they like, dislike, and what they want to achieve in life. It also outlines how best to support them. Situations in which people may struggle are listed along with associated risks. How staff must support people in these instances is clearly detailed in people's plans and staff receive specialist training and support.

We saw the agency supports a wide range of individuals and when needed they use the Positive Behaviour Support (PBS) approach to assist them. The records we saw, discussions with people and feedback received show this approach means all staff work in partnership with people who use the service, they are knowledgeable and have excellent rapports with external professionals. The feedback we received include: "*Pobl seems to have a really well rounded approach and I think it is because they do not hide the hard parts*," "*Communication is excellent always keeping me informed,*" and "*Very knowledgeable and can use own initiative*." The support people receive is reviewed on a regular basis; the frequency of the reviews is dictated by each person's individual circumstances and for some this occurs on a weekly basis.

Leadership and Management

People benefit from an experienced and highly effective leadership and management team. There is a robust management structure and established systems in place to support the smooth operation of the service. The RI oversees the service. They oversee progress and developments, they ensure required checks and analysis are carried out and collate the views of people who use the service, their relatives, and staff. A team of assistant directors, managers and other senior staff with defined areas of responsibility is in post. They are responsible for the day-to-day operation of the service and play a part in checking the quality of care provided. An external professional told us "*Managers are very involved and lead from example which creates a really good ethos*." We saw evidence of regular quality of care reviews and evidence of ongoing audits which take place. Reports are completed as required by the regulations and are of high quality.

There are good systems in place to recruit, induct, train and support staff. The records we examined show the provider carries out checks when recruiting staff. New staff receive an induction and training relevant to their roles. Once confirmed in post, staff continue to receive training, regular one-to-one supervisions and a yearly review. We also saw they are supported to achieve recognised care qualifications and to progress in their career if they wish. The service provider ensures staff are registered with Social Care Wales (SCW), the workforce regulator. With few exceptions staff fed back they feel very well supported by managers and specialist staff. One person told us "*We may have difficulties across some services however x who is the PBS lead in Pobl always comes to our team meetings and supports us throughout and helps us improve things as a staff team she is so supportive and approachable helps us understand."*

We found the service provider is committed to provide high quality services. To achieve this, they systematically carry out in depth reviews where things go wrong, and leaders take action to learn from mistakes. They also continuously look at technological developments such as assistive technology to increase people's levels of independence, and better electronic monitoring systems. We noted ongoing improvements to the systems used to plan, record and review people's care and support.

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.

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