Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

You Are My Sunshine Service LTD

65 Brynmor Road
Llanelli
SA15 2TF

Date Inspection Completed

17/01/2025

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About You Are My Sunshine Service LTD

Type of care provided	Domiciliary Support Service
Registered Provider	you are my sunshine services
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	7 July 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

People receive a high standard of care and support from a care team who are highly motivated and committed. People can be confident that care staff have the necessary skills, experience and qualifications to undertake their role and provide a high standard of care and support. Robust recruitment checks ensure care staff are of suitable character and integrity to provide support to vulnerable individuals.

The Responsible Individual (RI) provides very strong leadership skills and is committed to providing person centred care and recognising individual's uniqueness. People are supported and encouraged to set and achieve personal goals and outcomes and to be as independent as possible.

Effective quality assurance processes are in place and the RI has excellent oversight of the service ensuring people receive the best possible care and support. People and their representatives' views are important and contribute to the continual reviewing of standards of care provided.

Well-being

People are kept well informed of their rights because information is presented to them in a way they understand as their individual needs are considered. Choices are made available to them and their voices are heard, a professional told us, "*They (staff) have gradually built up the hours with 'X', really listening to them".* People are involved in any decisions that affect them. They are supported to access independent advice and guidance when required as an advocate can be made available to support them. There is utmost respect shown to people by those that support them which promotes trusting professional relationships. A professional told us, "*They are doing a fantastic job, they gained 'x' trust very quickly, quicker than we thought they would".* We can see from observing interactions between care staff and people that staff are caring and genuine and provide very high quality, professional care and support whilst respecting people's dignity. Discussions with people and their representatives confirmed this.

Support is provided to promote people's physical and mental well-being and people's goals and aspirations are prioritised. People are able to do the things that make them happy. Independence is encouraged and people are empowered to make their own choices in their everyday lives. They are provided with the resources to encourage them to eat healthily and remain active however are still able to make their own decisions. Care staff know people well and notice any changes in their health and well-being and support them to seek medical advice. Care staff recognise this can be challenging for some people due to their complex support needs and are highly creative in finding solutions. A relative told us, "*They are very good at problem solving".*

People are kept safe and protected from harm and abuse. Care staff receive safeguarding training and know the procedure to follow if they have any concerns. They would not hesitate in reporting any concerns to their manager and are confident that any issues would be addressed appropriately. General and individual risk assessments are undertaken to keep people as safe as possible whilst ensuring they continue to make their own decisions on matters that affect them. Personal care records are stored securely.
Relationships with family and friends are valued and people are supported to maintain these bonds where appropriate. People are also supported to be part of their community and some enjoy holidays away accompanied by support workers of their choice.

Care and Support

People receive a high standard of care and support from care staff who are experienced and qualified to undertake their role. There is an acknowledgement of people's individual uniqueness and an enabling culture to ensure people remain as independent as possible. Care records are up to date, detailed and very person centred. People and their representatives are involved in creating and reviewing their personal plans and these inform care staff of the care and support required. Care staff describe these as "*straightforward and easy to grasp the information you need*". People's outcomes are recorded and they told us how they have achieved some of their goals and are now making future plans based on what is important to them.

There is a stable, small team of motivated care staff who know people well and rotas show there is consistency of care. The manager undertakes spot checks to ensure that standards of care remain high. Risks to people are minimised as up to date assessments and action plans are in place. Daily care records are detailed and accurately reflect the care and support that has been provided.

Discussions with individuals demonstrates positive working relationships between people and care staff and one person told us, *"I like this one, I like them all".* A relative told us, "*They are an amazing team, they have got it nailed, I am really very pleased*". We saw very respectful and caring interactions between staff and individuals.

Communication between individuals, staff, professionals and family members is excellent and effective and information is shared with relevant people in a timely manner. A professional told us, "*They are good at keeping in touch"* and a family member said*, "The contact with 'X' (the manager) is superb and professional, they are very quick at handing over information".* Any issues raised are addressed straight away and a relative said, "*they are extremely receptive".*

Leadership and Management

The RI is fully involved in the everyday running of the service and has excellent oversight. In addition to undertaking the RI role they are also manager and involved in the daily calls with care staff. The RI is accessible to care staff, individuals and their families and has built strong relationships with professionals involved in people's care and support. Staff describe the RI as "*amazing*", "*an outstanding role model*", "*so supportive*" and "*a font of knowledge*". Professionals and family members spoken with are also very complimentary. A professional said, "*They are good at supporting and dealing with issues, they are very proactive*". Whilst a relative said, "*They are very good at problem solving".*

There is a robust recruitment system in place and the required references and checks are undertaken prior to staff commencing. Staff have an up to date Disclosure and Barring Service (DBS) certificate in place and are registered with Social Care Wales, the workforce regulator. Staff receive regular training and are up to date with mandatory training and specific training according to the care and support needs of individuals. The RI is very supportive and invests in staff members providing opportunities for professional development. Staff are encouraged and nurtured to progress with their qualifications, above the statutory requirements and one staff member said, "*The (RI) has given me the confidence, I would not have believed I could do it a few years ago".* All staff receive regular one to one supervision and feel able to discuss any issues with the RI at any time. Staff told us they feel supported with both work and personal issues.

The RI has thorough quality assurance processes in place and reports detail what is working well and any areas that can be improved. Individuals, family members, staff and professionals have an opportunity to give their views on the quality of the service through questionnaires, during meetings or on a one to one basis. We saw some questionnaires which were very positive and complimentary of the service. Quarterly RI visits are also clearly recorded and contribute to the RI six monthly report. Some Key policies were looked at and were found to be up to date and relevant.

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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