Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Skybound Therapies Ltd West Glamorgan

Campbell Farm
Haverfordwest
SA62 4BD

Date Inspection Completed

31/01/2023

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About Skybound Therapies Ltd West Glamorgan

Type of care provided	Domiciliary Support Service
Registered Provider	Skybound Therapies Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of this service under the Regulation and Inspection of Social Care (Wales) Act 2014.
Does this service provide the Welsh Language active offer?	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

Skybound Therapies Ltd are a therapeutic service providing bespoke packages to support people with learning, behavioural or emotional difficulties. Skybound provide care and support to people in their own homes, whilst providing therapeutic support. People we spoke with were complimentary of the service. People's physical health, development and overall well-being is promoted. People are treated with dignity and respect, through a personalised approach to care and support. People are supported by happy, motivated, and well-trained staff. The responsible individual (RI) currently oversees a variety of services throughout Wales.

Areas for improvement has been identified regarding people's personal plans. Whilst no immediate actions are needed, we expect the provider to take action to address these areas.

Well-being

People are happy with the care and support they receive. People we spoke with described the service as '*outstanding*' and '*brilliant, reliable, punctual and professional'*. Care staff treat people with dignity and respect. People receive appropriate, kind, and tailored support from well-trained care staff who know their needs. A personalised approach is taken by the service, with people's preferences acknowledged and understood. Staff understand the importance of getting to know people as individuals and encourage them to engage in activities which are beneficial to their wellbeing.

People told us they feel listened to and '*the staff themselves are open to feedback'.* Feedback is welcomed, valued, and forms the basis for the ongoing development of the service.

Systems are in place to safeguard people. Care workers are effectively trained in safeguarding and are confident in their responsibility to identify and report any concerns. Relatives told us they have "*absolute confidence*" their family member is appropriately supported by the care workers employed at the service. However, personal plans do not clearly set out how medication will be managed and recorded.

Care and Support

People we spoke with told us they are happy with the care and support received. The statement of purpose clearly identifies the vision of the service, including making provision for the Welsh language active offer.

Personal plans are detailed, concise and clearly written, providing care staff with guidance to meet people's needs. People's personal plans contain comprehensive risk assessments and information from health and education professionals. Feedback from people and changes to people's needs result in personal plans and risk assessments being updated quickly. Personal plans are consistently reviewed to ensure they are accurate and up to date. However, personal plans do not consider how people will be supported to meet their personal outcomes. Personal plans do not clearly set out how medication will be managed and recorded. While no immediate action is required, these are areas of improvement, and we expect the provider to act.

People we spoke with commented positively about the quality of care provided by care staff whom people know well and who they have developed good relationships with. People's physical health, development and overall well-being is promoted. A parent told us '*We see the progress our daughter is making'.* Care staff are knowledgeable about the people in their care and are empathic and patient in their approach. Service providers recognise the importance of staff consistency when working with people.

People are protected from harm and abuse. Care workers have completed safeguarding training, although we saw one member of staff who had not completed refresher training in a timely manner. Care staff we spoke with have a good understanding of how to report matters of a safeguarding nature. Detailed records of incidents and physical interventions are maintained, and safeguarding referrals are completed when necessary.

All care workers receive appropriate training on infection control. Care staff wear appropriate personal protective equipment (PPE) and wash their hands regularly.

Leadership and Management

The responsible individual (RI) has oversight of the service and spends time talking with people. The manager is suitably qualified for the role and registered with the workforce regulator, Social Care Wales. The RI and manager regularly communicate to support the governance and operation of the service.

The statement of purpose (SoP) clearly states what people can expect from the service and the service reflects its contents. The quality-of-care review contains detailed analysis of the service and identifies areas for development and improvement. The quality-of-care review is completed monthly by the RI and uses people's views to influence ongoing development. Quality assurance processes for monitoring the service are in place. The service operates smoothly and effectively, and the service is committed to providing good quality care and support.

People told us the RI and manager are always available to talk to. Care staff told us the management team are approachable and always there to help or advise care staff when required.

The service has robust and safe recruitment systems. The service involves people and their representatives in the recruitment process of staff. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are supported to complete the All-Wales Induction Framework for health and social care and register with the workforce regulator, Social Care Wales (SCW). There is commitment to ensuring all care workers undertake the qualifications required to enable them to register with SCW, although we saw one member of staff had not made an application in a timely manner.

Newly appointed care staff complete a thorough induction programme which includes training and shadow shifts. Care staff training records indicate care staff have access to a variety of training opportunities, and most care staff have completed a good level of training. We saw one member of staff who had not completed refresher training in a timely manner. Care staff receive supervision and comprehensive appraisals are completed annually. This provides opportunity for care staff to discuss any concerns or training needs they may have and for management to provide feedback on their work performance.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

15	Personal plans should consider the personal outcomes of the people receiving care and support. Personal plans must clearly set out how medication will be managed and recorded.	New

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