Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Resolution Care Services Ltd

Ground Floor Offices, 1 Heol Mostyn Village Farm Industrial Estate, Pyle, Bridgend, CF33 6BJ

01656502506

Date(s) of inspection visit(s):

09/04/2025, 10/04/2025, 03/04/2025

Service Information:

Operated by:	Resolution Care Services 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 makes an effort to promote the use of the Welsh language and culture, or is working towards a bi-lingual service.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Resolution Care Services is a community based domiciliary care and support service which aims to provide a high-quality, proactive, person centred, and outcome focused, domiciliary and outreach service in the local community. The business is based within the Cwm Taf Morgannwg regional partnership area.

People receive excellent care and support from Resolution Care Services which enhances their over wellbeing. They have plans detailing their individual support needs and personal outcomes. These are reviewed regularly, and involve people and others involved in their care. People and their representatives are very complimentary about the positive relationships they have with support staff and the management team. People are fully involved in the care planning process and participate in activities, groups, and work opportunities of their choosing. Support staff feel well supported, confident and happy in their roles. Regular one to one supervision, monitoring, opportunities to come together, and access to services to support their own wellbeing is provided for staff across the service. A variety of both mandatory and specialist training is provided for staff in a number of different ways including online, inhouse, bringing outside agencies in, and involving people who use the service. There are robust systems in place for monitoring and reviewing the quality of the service that also involves people using the service. This helps the service to develop and expand. The responsible individual (RI) visits the service regularly, has a good working

relationship with the management team, and has excellent oversight of service provision.

Findings:

Well-being — Excellent

With few exceptions, people are supported to have as much control as possible over their day-to-day. People and their representatives are involved in developing and reviewing their care plans and identifying personal goals/outcomes. The service carries out pre-assessments and seeks to match the right support staff to people who require support. Feedback from families confirmed individuals views are sought during pre-assessment. People also attend team meetings and groups at the service, which gives them the opportunity to discuss matters that are important to them and how the service can be further developed. Other things such as a statement of purpose and written guide are available to people and provide information on the service, how to raise a complaint, and details of advocacy services.

People are extensively supported to live well and achieve self-directed outcomes. One person told us of staff supporting them with shopping, cooking, walks, attending a men's club, and doing some volunteer work stating, "*I enjoy it*." A relative described how staff helped their loved one to access the gym, and people also told us of staff supporting them to access Health appointments to ensure they remain fit and well.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths and skills. People told us of accessing the community such as local shops, garden centre, trips to Porthcawl, and participating in leisure activities they enjoy such as going to the football. A relative talked of staff supporting their loved one to develop independent living skills such as cleaning, cooking, and looking at the future . The service also supports people to run a men's group and a brain injury group that enables them to come together to socialise, enhance their strengths and skills, and discuss further developments within the service such as a new podcast.

The service provider promotes the use of creative practices and tools to meet people's communication needs. Staff receive mandatory and specialist training appropriate to the needs of the people they support. People are also involved in training with staff members to enable them to best support their communication needs such as teaching staff in the use of British Sign Language, Braille, and assistive technology.

People are safe and protected from abuse and neglect. Robust safeguarding policies and processes are in place. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication. There are effective

mechanisms in place to ensure people can voice their concerns. Risk assessments are completed and highlight any areas of concern.

Care & Support — Excellent

People receive high quality care and support which helps them achieve their personal outcomes. Prior to a person receiving the service a detailed assessment is completed to ensure the service can meet their needs. Following this, a personal plan is developed with the person and if appropriate, their representatives. Personal plans we viewed are clear and concise. They highlight people's personal outcomes and the best ways of supporting people to achieve them. Risk assessments consider any risks to people's health and safety and detail ways for keeping people safe. We saw personal plans and personal outcomes are reviewed in line with regulation to ensure information recorded remains relevant as people's needs evolve. As well as being involved in the production and review of their personal plans, people are fully engaged in the development of the service more generally in groups at the service, attending some team meetings, and through satisfaction surveys.

People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences. We saw support staff, office staff, and the management team have very positive relationships with the people they support. It was clear they know the people they support well and are familiar with their needs and preferences. Positive feedback from people included "*Excellent…they are all great, I don't mind who's coming through the door."* A relative also said *"Seem to be switched on, know X needs, pick the people that are suited to X, ask who X feels comfortable with, giving X the choice*."

People are supported with their health needs and have support with their medication if required in accordance with national guidelines and service policy. Medication management systems are robust. There is a medication policy aligned with best practice guidance and care staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. People told us they are supported to access Health appointments which helps them to remain well.

Leadership & Management — Excellent

People are supported by care staff with the necessary expertise, skills and qualifications needed. Staff receive a mix of mandatory and specialist training relevant to the needs of the people they care for. This is delivered in a number of ways including online, inhouse, bringing in outside agencies such as Diabetes UK, and involving people using the service. The management team have also been involved in a Conscious Leadership Programme which they feel has helped them better understand, support and empower staff. A clinical nurse also provides consultancy, advice and training. Staff we spoke to say the training they receive is comprehensive and helps them deliver good quality care and support. Staff also say they feel supported and valued and receive regular one to one support from their manager. Records also confirm they are receiving the recommended levels of formal support. The leadership and management team are innovative in devising exciting and worthwhile programmes to support staff wellbeing, such as access to a wellbeing support coach, a Health Assured application, and other incentives such as a recent sand bath session. This helps support staff retention and continuity of care and support for people. Care staff are registered with Social Care Wales (SCW) the workforce regulator. This is done to ensure they have the skills and qualifications needed for working in the care sector.

Care staff undergo the required checks to ensure they are suitably fit to work at the service. Staff recruitment files sampled contain all the regulatory required information. This includes references from previous employers, full employment history, and Disclosure and Barring Service (DBS) checks. We saw care staff complete a structured induction when they commence employment including training, shadowing other staff, and introductory visits to those people with more complex needs. This helps them understand their role and the care and support needs of the people they support.

The service providers oversight and governance arrangements foster a positive compassionate culture in the service. It is clear the management team are dedicated and passionate about the service, the staff, and the people they support. They engage commissioners, other professionals, staff, and people in quality assurance processes through 6 monthly satisfaction surveys, groups held at the service, and other events. We saw audits are routinely conducted to ensure any issues are identified and quickly actioned. These consider things such as Medication Administration Records (MAR), care files, and staff files. The RI is routinely visible at the service and has excellent oversight of service delivery. We saw records which confirmed the RI visits the service regularly and speaks to people and staff. Quality of care reviews are completed every six months to assess the services performance and identify areas where improvements can be made. Development plans are constantly reviewed through weekly and monthly operational meetings.

Services policies and procedures provide guidance to staff and ensures practice remains safe and effective. Policies and procedures we looked at include Safeguarding, Medication and Complaints. We saw they are aligned with statutory and best practice guidance, kept under review and updated when necessary. People feel confident they can raise any concerns and told us “*Communication is*

great.”

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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