Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Family Support Wales

1 Monastery Road
Neath
SA10 7DH

Date Inspection Completed

12/02/2025

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About Family Support Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Child & Adult Support Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	1st September 2023
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of the Welsh language and culture.

Summary

Family Support Wales (FSW) is a very small domiciliary support service. Since the last inspection improvements have been made in relation to oversight of quality and associated reports. The small number of people and relatives supported in their own home are happy with the service provided. The service provides support to people aged 18 years and over. There is a well-established small team with good knowledge of the individuals they support. There is strong governance by the Responsible Individual (RI) and the management team, ensuring a good quality service which upholds the wishes and aspirations of the people they support. The RI works within the service on a regular basis and is accessible to staff. There are systems in place to oversee the quality-of-service delivery. Care workers are recruited safely and they provided positive feedback about the support and training they receive.

Well-being

People have a voice and contribute along with representatives to their personal plan. Personal plans give a good overview of the individual. Regular reviews take place, and the individual along with their representatives are included in the process. People and relatives are happy with the service they receive. The managers and RI regularly visit people and their families in their homes. Questionnaires are also circulated to encourage people to share their views to drive improvement within the service. People are included in decisions regarding their support needs and access a wide variety of personalised activities, both at home and in the community.

People's physical and emotional well-being is supported. We saw well written personal plans and risk assessments supporting people's independence. Relatives work with the agency to monitor the health and wellbeing of people. When necessary, the service supports people to health appointments and gives feedback to the individual's representative.

People are supported by care workers who are recruited and vetted appropriately with employment checks in place. Personnel files contain relevant documentation and background checks to ensure staff fitness to work in social care. All staff have a DBS (Disclosure and Barring Service) check in place. Care workers gave positive feedback about the working culture and support they receive from managers and the RI.

People feel safe, secure, and protected from abuse and neglect. The provider has systems and processes in place to safeguard people. This includes a current safeguarding policy and training provided to care workers. Care workers told us they understand their responsibilities regarding safeguarding people and would report any concerns raised. Care worker files and training plans confirm this.

There is good oversight of the service by the management team and RI. The provider uses an electronic system to give staff real time access to the information they need, supporting care workers to understand the needs and wishes of people and families they support. Home files are in place, which means families can easily view information. The RI has a strong presence and completes detailed reports to ensure oversight of quality and appropriate actions are in place.

Care and Support

People receive a good standard of care and support from FSW. We spoke to people and relatives as part of the inspection. A relative told us *"very happy with the care and support provided and nothing negative to report or say".* We saw positive, supportive and relaxed interactions between people, relatives and care workers. The service provided is person centred and people have choice regarding their schedules and activities. Relatives told us the service is responsive and flexible. The area manager gave us examples of support provided at short notice due to changing needs when necessary. Care workers told us they enjoy supporting people to access the local community and engage in a wide variety of beneficial activities.

People's care and support needs are clearly documented in a detailed, thorough and regularly reviewed online personal plan. A sample of personal support files viewed contain personalised information regarding likes, dislikes, care and support needs and risks. Separate personal plan review forms include the contribution of people and relevant others. There is detailed information regarding health care needs such as epilepsy support and medication for staff to follow. There are thorough pre-admission procedures to ensure the service can meet the care and support needs of people. Relatives told us care workers understand the needs of people supported well. Staff use an App which provides information about the person including the personal plan, risk assessments and access to daily notes. Staff can read and record notes while in the home to support the well-being and outcomes for people. We saw staff noted concerns with people's health and well-being, ensuring support from medical professionals is received in a timely manner when necessary. There are home files in place with documentation such as service user guides and contact information.

People are protected from abuse and neglect as managers and care workers understand their safeguarding responsibilities and are aware of how to raise concerns should they need to. All care workers spoken with showed good knowledge and awareness of safeguarding procedures. Care workers attend safeguarding training and there are thorough policies and procedures in place to guide them when necessary. There are good infection control procedures in place to ensure people are as safe as possible and care workers have access to personal protective equipment (PPE). We saw robust and safe medication processes. Trained, competent staff administer medication and keep appropriate records.

Leadership and Management

The provider has effective arrangements in place for the oversight of the service through ongoing monitoring of quality and performance. The RI regularly visits people and relatives in their homes to obtain feedback of the service to help drive improvements. Since the last inspection improvements have been made in relation to documentation completed by the RI. We saw detailed reports containing feedback from people, relatives, care workers and managers. The registered manager works closely with the area manager and RI to ensure there is good communication across the whole organisation. There are regular planned staff meetings taking place. The RI told us they are hoping to expand the service in the future and are in active discussion with commissioners to help achieve this.

People are cared for and supported by well trained and managed staff. We spoke to care workers during the inspection and received feedback questionnaires. Feedback is positive about the support received from managers, the culture in the service and quality of training received. A care worker told us *"Managers are always available and approachable. They will support you with flexibility and adapting shifts when needed extra help with family commitments. Rotas are a month in advance. Small team working together giving consistent care".* Another care worker stated *"My colleagues and managers are great. They are all really supportive and good communication. No negatives at all, it's very rewarding work"*. Staff records are kept in a locked filing cabinet in a separate office. Records indicate new care staff receive a thorough induction aligned with the All Wales Induction Framework (AWIF). Staff receive training in subjects such as moving and handling, emergency first aid, safeguarding etc. Staff files contain the appropriate recruitment information and evidence of checks including DBS certificates. All staff are registered with Social Care Wales (social care regulator in Wales). There is good compliance in relation to staff supervisions and appraisals taking place.

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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