Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Report

Innovative Support Services

The Innovation Centre
Festival Drive
Ebbw Vale
NP23 8XA

Date Inspection Completed

11/10/2024

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About Innovative Support Services

Type of care provided	Domiciliary Support Service
Registered Provider	Innovative support services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under RISCA since the service opened.
Does this service promote Welsh language and culture?	The service is working towards providing the 'Active Offer' of the Welsh language.

Summary

The aim of the service is to support people to develop their independent living skills and confidence to enable them to thrive in all aspects of their lives. People experience enhanced well-being and achieve their personal outcomes because of the service they receive.

People receive a very high quality of care and support within their own homes and in the community. Support is personalised to people's unique needs, preferences and the personal outcomes they are working towards.

The leadership and management team includes a Responsible Individual (RI) who also fulfils the role of the manager and is experienced at managing support services. Leadership at the service is excellent and there are innovative practices in place to support the delivery of meaningful outcomes for people. Support staff, professionals and people all speak very highly of the service.

Well-being

People are supported to set, work towards and achieve their personal goals and develop greater confidence and independence as a result. People develop healthy lifestyle habits and learn the skills needed for these. Support staff help people to understand their rights and responsibilities and enable people to take control over their lives in anticipation for more independent living. We saw excellent resources developed by the service to support people to understand their financial responsibilities and develop budgeting skills.

People are protected from abuse and neglect. There are processes and systems in place to keep people safe while also encouraging them to take positive risks. Support staff are trained in safeguarding and are aware of their duty to report any concerns they may have.

People are supported with their learning and development. They access education, training and vocational experiences, which are in line with their own interests and personal outcomes. If required, the service supports people to access additional educational or employment support. The service ensures support staff have plenty of time to spend with people to form relationships and get to know them. The service enhances people's life experiences in a safe and structured way. Support staff encourage people to explore opportunities which are outside of their comfort zones to promote their well-being and sense of self.

The service encourages support staff to learn the Welsh Language and enables them to complete an introduction to Welsh course. There are also arrangements in place to source Welsh translation of documentation within a prompt manner if this is requested.

The service enables people to develop their emotional maturity and manage their relationships with others in a safe and appropriate way. People are supported to keep the relationships which are important to them and to develop new ones. Support staff are available to people to talk about the things that matter to them in a way which they prefer.

Support staff help people to learn the necessary skills to manage their homes and tenancy a pace which is suitable for them.

Care and Support

People consistently receive good quality, outcome focused, and relationship based, support. The support people receive is individualised and flexible to support people as they develop and progress towards independence. Support staff enable people to explore options available to them and to take positive risks when setting and achieving their personal outcomes.

Prior to support being provided to a person, the RI/ manager considers a wide range of information, to ensure they can meet people's needs and support them to achieve their personal outcomes. A personal support plan is in place prior to a person being supported by the service, which outlines their needs and preferences as well as relevant personal history. Once a person starts receiving support, the RI / manager completes a 7-day enhanced assessment with the person, which focuses on getting to know them, and considers their aspirations, skills and strengths along with their needs. The RI / manager uses this information to update the personal support plan which is reviewed and updated a minimum of monthly following the initial 7-day assessment period. Support staff complete high quality records of the support provided to people along with observations on how the person is presenting and any goals worked towards or achieved. People are supported to reflect on their support and outcomes in a way which is meaningful and appropriate for them. Support staff record these conversations which inform the monthly reviews, along with information shared in the formal team discussions regarding the person's progress. The RI/ manager told us the goal of the support provided and the process of enhanced assessment, reviewing and support planning is to support the person to thrive.

We saw there are specialist assessments and risk assessments completed as needed and the RI / Manager plays an active role in advocating for the person within larger multi agency meetings. The RI / Manager works closely with health and social care professionals involved with people. A social care professional told us *"Communication is great with Innovative."* And explained how the RI / manager provides weekly updates regarding what the person has planned in their week and a reflection on what has happened in the previous week.

People were asked to rate the quality of the care and support they receive, and we were told it was *'excellent',* because *"I feel like my feelings are validated and listened to".*

Leadership and Management

The leadership team are highly skilled and experienced in managing services and providing very high standards of support to people. There are effective and efficient arrangements in place for the oversight of the service, which considers the standards of support provided and compliance with regulations. These arrangements support the smooth running of the service and provides a sound basis for providing high quality support. In addition to playing an active role at the service, the RI / manager carries out their formal statutory duties and completes the required reports with a high degree of expertise.

People are supported by a motivated, skilled and stable staff group who receive comprehensive support and training to deliver high-quality outcomes for people. The recruitment process is safe and robust, and staff files are kept well. All support staff complete a thorough induction which includes an enhanced supervision and mentoring process, which reflects on practice and promotes the development of the staff member. In addition to the provision of training to all staff, the leadership and management team are innovative in how they coach, mentor and support the whole team to drive the provision of high-quality support.

All support staff we spoke to were enthusiastic about their role and of their enjoyment in supporting people to thrive and meet their outcomes. Support staff highly praise the leadership and management of the service, both in terms of their commitment to the people they support and to the staff team. We were told *“no one will ever burn out working here, they will make sure none of us get to that point, they care about us”.*

Support staff commented on how responsive the leadership and management team are, and we were *told “nothing is too much trouble for them, they always have time for us”*. A support worker commented on how their confidence has grown since working at the service and credits the RI / manager for this. Team meetings are held monthly and considers a range of areas including an overview of the people who they support, their achievements and plans for the upcoming month.

The Statement of Purpose is up to date and accurately reflects the ethos of the service and how support is provided. There is a suite of up-to-date policies and procedures in place which support service delivery and support staff are familiar with these.

The leadership and management team work closely with health and social care professionals when supporting people and have been described as ‘a major part of the team around the person’. Further feedback from outside professionals has been exceptional and include their dedication to supporting people to be the best they can be, and *“going over and above”* for the people they support.

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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