



Care Inspectorate Wales

Care Standards Act 2000

Inspection Report

Era Living Solutions Community Care

Ammanford

Type of Inspection – Post Registration - Full

Date(s) of inspection –Wednesday, 25 July 2018

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Summary

About the service

Era Community Care is located near Ammanford and is registered to provide care and support to people 18 years and over living with mental problems and /or a learning difficulty. The service consists of 12 supported living flats with an office, all of which are located in one setting.

There is a responsible individual in place and the registered manager is Simon Rogers who has the day to day responsibility for the service.

What type of inspection was carried out?

This report is based on the findings of a post registration baseline inspection which looked at three quality themes namely; the quality of life, quality of staffing and quality of leadership and management.

The following methodologies were used:

- One unannounced inspection to the service,
- We spoke to three people in receipt of services,
- We spoke to two support workers,
- We spoke to the registered manager,
- We spoke to the responsible individual,
- We looked at three people's support records,
- We looked at training records,
- We spoke to a commissioner of the service,
- We looked at three support workers files and their supervision records,
- We looked at the statement of purpose and service user guide.

What does the service do well?

This is the first inspection since the service was registered with Care and Social Services Inspectorate Wales.

What has improved since the last inspection?

This is the first inspection since the service was registered with Care and Social Services Inspectorate Wales.

What needs to be done to improve the service?

There were no issues of non compliance to report.

Quality Of Life

People enjoy a service that is able to meet their needs. This is because the three people we spoke to told us that they felt very supported and happy with the support they received. They told us, *"I love it here; I've settled in really well, I get all the support I need"*. Another person told us *"I'm settling in very well, everyone is so lovely – I really feel supported"* and *"I feel safe here, I get all the support I need"*.

We looked at the support documentation of the three people and found that risk assessments, support plans and reviews were comprehensive, had a good structure and gave a good sense of the individual. Support plans included details around the individual's differing needs including; housing and tenancy issues, household management, mental well-being, communication, travel, relationships, socialisation, finances, personal care/ hygiene, physical well-being, spirituality and general support needs. Support plans and risk assessments were seen to be reviewed and updated regularly. We also note that plans included short and long term goals. The support plans we read had all been signed by the individuals who also confirmed with us that they were involved in the planning and reviews of the support they received.

During a conversation with one of the people they told us that they had a medical condition. On reading their support records we found that a plan had been developed to monitor and support the person with this condition and daily records demonstrated that staff were aware and recorded action they had taken in relation to this. Another person told us that they were being supported to seek voluntary and paid work.

During discussions with two support workers, they demonstrated a good understanding of the people they supported and how best to meet their needs. This was echoed during discussions with the registered manager and responsible individual who spoke passionately about the service and the people they were supporting. We observed support workers, the registered manager and the responsible individual positively interact with people during the period of the inspection.

Quality Of Staffing

People are supported by support workers who are supported and well trained. The support workers we talked to spoke positively about working in the service including; *“it’s great, we all work as a team”, I’m really happy, I can see good outcomes for the service users*” and *“this is the best company I have worked for”*.

Both support workers we spoke to demonstrated they had a good understanding of safeguarding the people they cared for and confirmed they would report any concerns to a senior member of staff. They were also clear about the needs of the people they supported and how to meet these.

We also looked at training records which demonstrated care workers received a range of mandatory and specific training including;

- challenging behaviour;
- COSHH;
- equality and diversity;
- self harm;
- mental capacity;
- fire training;
- health & safety;
- Diabetes;
- supervision;
- first aid;
- food hygiene;
- medication management and
- infection control.

The support workers we spoke to confirmed they had attended an induction and felt that they had sufficient training and support provided to enable them to feel confident and competent in their role.

The people we spoke to complimented the support staff and told us *“the staff are wonderful”* and *“staff are excellent”*.

Quality Of Leadership and Management

People benefit from a service where staff are well lead and supported. We looked at three support workers personnel files and supervision records which demonstrated that all the required checks, clearances and information had been conducted and held on the files and staff supervision was being held within the required timescales in line with National Minimum Standard 21.2 for Domiciliary Care Agencies in Wales.

Discussions with support workers told us how well supported they felt by the registered manager and responsible individual. The support workers we spoke to told us *“Eryl (responsible individual) and Simon (Registered Manager) are fabulous”, “the managers are very good, I know I can call them if I have a problem, they are very approachable”*.

It was also evident whilst talking to the responsible individual and registered manager that they worked well together and had a clear vision for the service.

We read the services compliments and complaints policy and the support workers we spoke to demonstrated that they had a good understanding of the policy and confirmed that if they had any concerns they could raise them with the registered manager or responsible individual. One person we spoke to told us *“I have no concerns at this time, but I know I can speak to my support worker or a manager if I have”*.

We also received positive feed back from a commissioner of the service who told us that the registered manager and responsible individual carefully assessed people’s needs to ensure the service could meet them prior to accepting any new referral. They also praised the communication between the two services.

Quality Of The Environment

This is not considered as part of a Domiciliary Care Inspection; however, the following observations were made.

We noted that the office accommodation was clean and free of any hazards and that information about people and support workers were stored in locked files to maintain security and confidentiality.

We also noted that people's flats were built and furnished to a high standard. This was greatly valued by individuals who took great pride in showing us their flats. People we spoke to told us *"I love my flat"* and *"it's a beautiful flat, and has everything I need"*.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by contacting us.