



Care Inspectorate Wales

Care Standards Act 2000

Inspection Report

Independent User Bespoke Support Service (IUBSS)

WREXHAM

Type of Inspection – Full

Date(s) of inspection – 17 January 2019

Date of publication – 28 February 2019

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Summary

About the service

Independent User Bespoke Specialist Support LTD is a domiciliary support service that provides personal care for up to five people who live in their own home. The agency is registered with Care Inspectorate Wales, (CIW). The company has appointed Catherine Wantling, to represent them as the responsible individual. They are also the manager and registered with Social Care Wales.

What type of inspection was carried out?

We, CIW, carried out a full inspection on the 17 January 2019 between 3.45.p.m. and 6.45.p.m. The visit was announced due to the nature of the service provided.

The methods used included;

- We considered information held by CIW about the service.
- Discussion with the manager and three staff.
- Meeting one person receiving a service and talking to a relative of a person receiving a service.
- Reviewed the care records of two people receiving a service.
- Checked the recruitment records of two members of staff.
- Reviewed the Statement of Purpose and Service User Guide.
- We reviewed other records including staff training and supervision records, staff meeting minutes, quality assurance records, records of visits by the responsible individual and selected policies and procedures.

What does the service do well?

The service provides an exceptional, very high quality, person centred, bespoke service. It uses current national and international research to develop innovative practice to ensure peoples' needs are met in a person centred way and they are supported to meet their potential.

People are supported by a stable, very well trained and highly skilled staff team that feel valued and supported.

What has improved since the last inspection?

This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016.

What needs to be done to improve the service?

We did not identify any areas that required improvement.

Quality Of Life

People receive a very high standard of care and support at the right time. Care records were person centred, very detailed and included information about what mattered to the person, what they disliked and how they wish to be supported. They included details of people's life history and people who are important to them including family and friends. Records covered five key elements including, people's circumstances, personal outcomes, barriers to achieving outcomes, any risks if outcomes not achieved and the person's strengths and capabilities. Staff spoken with were very knowledgeable about individual's needs and how they should be met. They told us about how supporting one person to set outcome goals and that the introduction of accessible aids had made a *'significant difference'* to the person's quality of life and well-being. Staff told us it was, *"a real pleasure"* to see such positive changes. One person was being supported to achieve their employment goals and told us that staff were, *"great"*, *"really help me"* and they were, *"very pleased"* with the support provided. A relative told us, *"I cannot praise them highly enough"*. They commented that the manager, *"and her staff have been wonderful. They are all so caring and show a great deal of concern for XX. Nothing is too much trouble. I honestly do not know what we would have done without them. We are so very lucky to have them in our lives to care for my XX and always be there when needed"*. Other comments included that staff were, *"always very punctual, well presented, kind and considerate"*. The manager and staff were very knowledgeable and care practice was person centred and based on current national and international research, tailored to individual needs. We saw records were reviewed and updated promptly when necessary if people's needs change. People receive excellent, high quality care and support which is committed to innovation and informed by best practice.

People receive support when necessary with their healthcare needs. Individual health care plans were very detailed, up to date and reflective of people's current needs and included details of all medical and healthcare professionals involved with people's care. The agency has put measures in place for an annual check of medicines management by a qualified independent Pharmacist. This was completed in January 2019 with feedback provided that the standard of medicines management was *'excellent'*. Measures are in place to support people and ensure their health care needs are met.

Measures were being put in place to meet individual's Welsh language needs including asking people and staff about their language skills and providing information about the service in Welsh on request.

Quality Of Staffing

People benefit from support provided by highly skilled, motivated, staff who have completed appropriate and specialised training. Records provided showed the agency had a very strong commitment to staff training with some staff completing 54 hours per year in external training in addition to in house training. Staff spoken with told us they were provided with an extensive range of training related to the needs of people they support, "*training in everything we need*". Records showed staff had completed all necessary training, including moving and handling, medicines management, first aid, safeguarding (level 3), health and safety and food hygiene. All new staff were supported to undertake the All Wales Framework induction training programme. Two team managers were qualified in 'Train the Trainer' that enabled the staff team to be trained in house in a bespoke way to the standards of 'All Wales'. Additional specialist training included positive behavioural training, sensory training and communication strategies by senior Speech and Language therapists from the NHS, which further developed staff skills and knowledge. Records showed the manager had completed extensive training in topics relevant to the needs of people supported by the agency and staff. They have been certified by City and Guilds as a teacher or trainer in education enabling them to train staff and other professionals in areas such as behavioural support, sensory integration and communication. The manager had put in place a one to one mentorship programme to support staff in the work place during induction and throughout their working life. This was run by an independent, dedicated mentor who was qualified to level 4 and registered as a manager in health and social care. This support was provided in addition to regular supervision, appraisals and training. Records showed all staff were registered with Social Care Wales. People are supported by staff whose potential is developed through a very high standard, proactive approach to learning and development.

People are supported by appropriate staff who have been suitably checked. We reviewed two recruitment records. Prospective staff were recruited to work with specific individuals and to make sure they were suitable the application form was tailored accordingly to the skills required. Records contained all the required information including references, a satisfactory Disclosure and Barring Service, (DBS), check, full employment histories and proof of identity. We saw DBS checks were reviewed regularly. People can be confident that staff are suitable to work with people at risk.

Staff are provided with supervision and wide-ranging support. Records showed staff were provided with regular supervision and an annual appraisal of their work performance. Measures were also in place for staff to be provided with reflective practice about their work with individuals. Regular staff meetings were held and staff spoken with confirmed they were able to contribute to the agenda and raise any issues, which they believed would be listened to and taken seriously. The manager was qualified to manage and promote good mental health and well-being amongst staff including, signposting them to appropriate services when appropriate. Staff spoken with confirmed that a strong staff support network, "*makes a real difference*". They also told us the agency was, "*brilliant* and a, "*great place to work*". People are supported by staff who are valued and given clear direction.

Quality Of Leadership and Management

People can be confident the service is very well managed and strives to achieve positive and constantly improving outcomes for people.

Information is provided about the agency and the service they provide. Information about the service was provided in a Statement of Purpose and Service User Guide. They contained all the information required by the regulations and additional information relevant to the bespoke nature of the service. Information was included about the complaints process and how this is tailored to individuals needs including in accessible formats. The manager told us no complaints had been received. People are provided with information tailored to their needs so they are able to make an informed choice when considering using the agency.

Policies and procedures, including safeguarding and whistle blowing bespoke to individuals using the service, are in place.

Extensive measures are in place to monitor, review and improve all aspects of the service. Care records were audited monthly, a detailed analysis of the person's needs, care provided, and the person's health and well-being were recorded. The analysis was used to determine if any changes had occurred which would mean care and support plans required updating. All staff completed a 'happiness survey' with people receiving a service. This took place at least monthly, but often more frequently to check if people were satisfied with the service or if any changes needed to be made to the care plan. People were provided with communication aids if necessary to be able to give their views. An employee survey had been undertaken and comments included, "*management are extremely understanding and approachable*", "*can speak to the manager anytime*". Staff spoken with were all very positive about working for the agency and told us they "*really enjoyed*" working for the agency. The manager/responsible individual completed reports three monthly as required by the regulations in line with their role as the responsible individual. The reports included details of systems that had been checked and interviews with staff. People can be confident the agency is committed to monitoring, reviewing and constantly improving the quality of the service to ensure a very high standard of service is provided.

Quality Of The Environment

This theme is not applicable to domiciliary support services.

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.