Care Inspectorate Wales

Care Standards Act 2000

Inspection Report

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg / This report is also available in Welsh

The South East Wales Shared Lives Scheme

Hengoed

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Summary

About the service

The South East Wales Shared Lives Scheme is registered with Care Inspectorate Wales (CIW) to carry on an adult placement scheme. Long term, respite and sessional care placement agreements are arranged with care provided by self-employed carers approved by the scheme. It is a condition of the scheme's registration that adult placement agreements will only be made in relation to people aged 18 years or older whose primary need comes within one of the following categories; people with a learning disability, people with a mental illness, people with a physical disability, people with a sensory/loss impairment and older people.

Caerphilly County Borough Council is the registered provider and there is a nominated individual to oversee the service operation. Rosemary Brown is the registered manager for the scheme.

What type of inspection was carried out?

A scheduled unannounced inspection was carried out which looked at the quality of life, quality of care and quality of leadership and management for people using the service.

Information from this report was gathered from:

- Visit to the office base
- Discussion with the registered manager
- Discussions with staff
- We looked at a sample of staff personnel files
- We looked at a sample of carer files
- We looked at a sample of service user care files
- We looked at a sample of policies and procedures including the statement of purpose and quality of care review
- We looked at a sample of documents relating to the service; including team meeting minutes and panel minutes
- 5 Completed care worker questionnaires
- 4 Completed staff questionnaires.

What does the service do well?

No significant areas of good practice were identified that were over and above practice determined by regulations and national minimum standards.

What has improved since the last inspection?

The registered manager had addressed the areas identified for improvement at the last inspection.

What needs to be done to improve the service?

We found the agency to be compliant with all regulatory requirements considered within this inspection.

Quality Of Life

Overall we found that individuals are placed with carers who are able to offer support that meets their needs. Care planning was found to be good, and individual files demonstrated that people are appropriately matched and their care is regularly reviewed.

Prospective service users know that the placement they are offered will meet their needs. We saw good evidence that individuals were appropriately matched to carers who could meet their needs. There was evidence of a robust matching process following approval of the carers ?at panel. The needs of the individuals were matched to the skills, experience and knowledge of the carers. The type of placement required was matched to the availability of the carer such as long or short term, and where necessary emergency placements. Does this mean that a placement would not be offered if most suitable carer is not available? Sorry to be difficult it doesn't quite describe the process

People experience appropriate, responsive care from carers who have an up to date knowledge of their individual needs and preferences. Service plans were very specific and developed in conjunction with the people using the service, family members and interested parties. Prior to a referral to the scheme; assessment and care management teams in the six local authorities who can access the scheme are required to complete an assessment of the individual. Each service user had a service plan and a personal profile which included an assessment of the individual's needs and personal goals. Personal preferences were clearly indicated and accommodated whenever possible. The agency had recently developed 'My Plan' which recorded in more detail the individual's needs such as using the local bus or going to the shops. This information enabled carer's to offer targeted and practical support to help individual's reach their goals. We found that reviews were regularly undertaken and new goals identified where appropriate.

Service users' views are listened to and acted upon. We saw evidence in care files that individuals had contributed to their reviews. The agency was proactive in engaging people to contribute their views; this included questionnaires and discussion with individuals as part of the quality assurance review and service user meetings. The service user guide clearly indicated how individuals could make a complaint and we were told that there had not been any recent formal complaints; the manager acknowledged that "any little niggles" are dealt with by the carers and or shared lives workers which prevented the escalation of complaints. The agency were aware of where to access advocacy support, however at the time of our inspection no service users had requested or had the need to be directed towards the service.

Quality Of Staffing

Overall people using the service are supported by a motivated and skilled team. Shared lives workers and carers told us that *"they enjoyed working in the service*", *"training is really good"* and that *"the manager is very supportive".*

Shared Lives carers are competent and confident to support people living with them because they have to meet specified criteria for approval. This was verified by the records we saw. There was a thorough approval process, which started with an initial assessment of an application and visit to the applicant's home, concluding with a full assessment of the application being presented to a selection panel for approval or refusal. The selection panel was made up of people independent of the scheme and included consideration of the applicant's personal profile, their experience and skills. Induction training was completed by the applicant before approval. Any recommendations made by panel, for example additional training, was completed within agreed timescales. We saw panel minutes which detailed the discussion and decisions taken to approve or withdraw the approval of carers and evidenced that assessments were comprehensive. They demonstrated a clear rationale for decisions taken and recommendations agreed by the panel. A carer who was going through the panel process told us that it had been a positive but thorough experience and said "*the assessment process has gone well; it's made me reflect on my skills and knowledge".*

People can feel confident that they are supported by trained and supervised carers. Workers responsible for supporting the carers were also supported by the management team to ensure that they had the skills and knowledge to maintain good support for the individual's they supported. Staff were expected to complete the Social Care Induction Framework (SCIF) during their induction period. We saw evidence that a broad range of training was available to both shared lives workers and carers including core training such as Safeguarding, Fundamentals of care, Health & Safety & Risk Assessment and Basic First Aid for Shared Lives Carers. Additional training for managers and the staff team included; Leadership skills, Advanced approaches to supporting people with dementia and substance misuse. Staff told us that overall the training provided was "*very good"* and "*we can ask for training if we think it would help us in our role".*

Staff are valued and supported, are given clear direction and their potential is developed. We were told that the agency aimed to provide staff with individual supervision every six weeks, however this can be more frequent if the need arises. We examined a sample of shared lives worker's files which held records of supervision which supported this. Staff also confirmed that they received regular supervision and told us they felt they could access advice and support at any time. They also told us that they were confident to raise any issues or concerns with the manager. Shared Lives Carers receive monthly support from staff; contact can be via phone, email or face to face meetings which are

recorded on individual case records. We saw evidence that shared lives carers were regularly reviewed via quarterly visits to the carer's homes where a review of the placement was undertaken; including consideration of the individual's service plan and how the identified outcomes were being met. Those documents sampled confirmed that a comprehensive record of the meetings were kept and actions identified were reviewed in a timely manner.

Quality Of Leadership and Management

Overall, people using the service can be confident that effective structures and systems are in place to ensure the service is well run and that care is delivered to meet identified needs.

The agency recruits, inducts, supports and trains staff and carers in a way that improves outcomes for people. The agency had effective recruitment practices in place to safeguard people using the service. We viewed a sample of staff and carer files and found individual checklists which demonstrated that all information had been sought and retained. This included pre-employment checks in the form of Disclosure and Barring Service (DBS) checks and suitable references.

The agency has systems in place to monitor the quality of the service. We examined the latest annual quality assurance report completed March 2018 which reported on areas such as service reviews, staff training and workforce development. There was evidence that service user's, staff and stakeholders were consulted and contributed to the review through questionnaires. Complaints and compliments were captured and the action plan was reviewed and updated to include actions for the forthcoming year. The approval panel had a quality assurance function to ensure that all prospective carers are meeting the requirements of the role. All shared lives carers received regular monitoring visits by their nominated worker, and they were reviewed annually. We saw minutes of the last Local Authority Commissioning contract monitoring report which evidenced that previous recommendations had been met and developmental actions had been highlighted.

People using the service, their representatives and staff are informed about the service and what it provides. We saw aims and objectives of the service and other required guidance and information had been detailed in a statement of purpose which was comprehensive. We saw a Scheme Guide which detailed the service and an additional 'Easy Read Summary was available for service users who required information in a simpler format. We saw placement agreements which had been written and agreed prior to the commencement of the placement which reflected the responsibilities of all parties. We saw evidence of regular team, management, carers and partnership board meetings which detailed items discussed and clearly outlined issues to be actioned.

Quality Of The Environment
The quality of the environment is not looked at as part of this inspection; however we found that as part of the panel process, confirmation was required that any potential carer's home was maintained to a good and safe standard with no restrictions preventing use for the purpose of the scheme.

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.