



Care Inspectorate Wales

Care Standards Act 2000

Inspection Report

Highbury Support Services LTD

Prestatyn

Type of Inspection – Full

Date(s) of inspection – 24 January & 4 February 2019

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Summary

About the service

Highbury Care Services is registered with Care Inspectorate Wales (CIW) to provide a domiciliary care service for people aged eighteen and over who have learning disabilities, physical disabilities and/or mental health needs. The agency supports people who are living in community living schemes, and within their own homes.

The registered provider has a nominated responsible individual to represent the company and oversee the management of the service. The agency has a manager who is registered with Social Care Wales.

What type of inspection was carried out?

We (Care Inspectorate Wales) conducted an unannounced visit to the agency office on Thursday 24 January 2019 between 12:50 and 17:25. A second announced follow up inspection was conducted on Monday 4 February 2019 between 14:30 and 16:00.

This was a scheduled, baseline inspection that focussed on the quality of life people experience, quality of staffing and quality of leadership and management.

Information for this report was gathered from the following sources:

- On 4 February 2019 we visited two people who are supported to live in the community by the agency.
- We spoke with the responsible individual, the manager, a care coordinator and two support workers.
- We spoke with the relatives of two people who use the service.
- A sample of records in relation to four people who use the service.
- A sample of staff records in relation to recruitment, supervision and training.
- We considered an anonymous concern received about the service.
- We looked at the quality assurance systems and read letters of commendation for services provided.

What does the service do well?

The manager and staff continue to provide a good standard of care to people using the service which is reflected in this and previous inspection reports.

The service is working towards meeting the recommendations and guidance of the Regulation and Inspection of Social Care (Wales) Act 2016.

What has improved since the last inspection?

There was no non compliance issues following the inspection carried out on 5 December 2017.

The previous inspection conducted by CIW under the Care Standards Act 2000 and the Care Homes (Wales) Regulations 2002 identified recommendations to improve the

service.

- Ensure all care plans contain the same high level of detail. On the documentation seen we found this had received attention.
- Risk assessments should be more person centred and have a detailed plan in place to manage identified risks. On the documentation seen we found this had received attention.

What needs to be done to improve the service?

There were no non compliance issues identified during this inspection.

The following area of improvement was identified, which the registered persons may wish to consider to further improve and develop practice:

- A system should be in place go gain the views of people using the service and their relatives should the service be discontinued by either the service user, commissioners or agency.

Quality Of Life

Overall, we found that people using the service are treated with respect and dignity. People have opportunities to exercise their rights to choice.

People's diverse needs are recognised and catered for. The files of four people using the service were viewed; each contained an updated personal plan which identified their individual needs. Copies of the agency's written assessments, including risk assessments were in each file inspected. Personal plans contained information relating to people's communication needs, including what is important to them, their likes, aspirations and concerns. Pictorial documentation was in place for people who had difficulties with communication and literacy. The needs of people using the service are monitored and reviewed on a regular basis. We saw evidence of reviews being conducted, with one relative telling us they were involved in the process and were invited to staff team meetings which included discussions around the person centred approach to support and care for their family member. This evidence shows that people receive their assessed care and are involved in decisions in relation to the care they receive.

People are supported to engage in meaningful activities and have opportunities to socialise with people in the community. People using the service, relatives, the manager and support staff told us about the range of social, educational and work opportunities people are supported to participate in. We visited one community living scheme where we observed people were relaxed in the presence of staff, chatting about the events of the day, discussing options for tea prior to preparing to going out on a regular social evening event. One person shared with us their excitement in starting a new work experience the following week. A relative told us regular support workers are allocated in accordance with the individual care plan. Support workers were matched to the individual person's with consideration given to experience, gender, language and locality of the service. Risk assessments were in place and where there was a new activity a risk assessment was produced. This shows that individual preferences are respected.

People develop relationships with support workers and feel recognised and valued. We observed support workers converse with people in a reassuring friendly manner. We were told by relatives of people using the service when the main support worker is unavailable efforts are made to ensure that the same relief support worker is available. This is good for the person using the service because staff are aware of the person's needs and functioning of the environment in which they live. Family contact was considered important with people supported to visit relatives on a regular basis. One relative told us how they valued the open door policy where they were able to visit their family member at any time. They also valued feedback from the agency on a regular basis with weekly contact with the manager or senior support staff. One relative told us *"It's life changing, approachable but supportive and professional"*. People work well together and have good relationships with each other and peoples' individual needs and preferences are understood and anticipated.

Quality Of Staffing

People are cared for by motivated staff who are appreciated and want to make a positive difference to people's lives.

People feel confident in the care they receive because staff are competent and confident in meeting their particular needs. On checking a sample of staff records, we found the recruitment process was followed in line with the company's policy and procedures and current legislation. We saw from the staff training records that staff received annual mandatory and specific training to enable them to care for people in a knowledgeable and safe manner. Staff received induction training and we saw evidence of training certificates. In house training was provided in addition to external accredited training being arranged. Support workers sign up for the Quality Care Framework (QCF) with a target of all staff being qualified at level 2 by 2020. Training attended by staff included autism, challenging behaviour, Mental Capacity Act and food hygiene. Formal staff supervision was provided and the manager and/or care coordinators were also available on a daily basis for support and guidance. One support worker told us *"The management are overall very supportive and provides a person centred approach"*. The worker told us personal plans were kept in the service user's home, including the person centred plans, daily records and health charts. We saw evidence of these documents when we visited people in their homes. Staff told us they had time to familiarise themselves with the documentation. The impact for people using the service is that their needs are being met by competent and confident staff.

People are cared for by familiar staff as turnover is low, sickness rates are low and there is no use of agency staff. Staff retention has been stable with recruitment of staff being an ongoing process. The manager told us some support staff had worked for the agency for a number of years, the most being 16 years in employment. People spoken with said that they liked their support workers and that the care and support given was friendly and relaxed. Each person using the service had a dedicated team of support workers, with regular relief support workers to cover for sickness or leave. Relatives told us: *"The carers are the same only changes when carers are away or ill."* and *"They are very good – they bend over backwards to help"*.

People with complex needs receive skilful care. The manager demonstrated their knowledge of the people using the service and told us they ensured staff are fully conversant with the social and health needs of the people they support. This is done by sharing all relevant information, including personal plans and risk assessments for people using the service.

Quality Of Leadership and Management

Overall, people using the service can be confident that they will be cared for by a well managed service. The manager is registered with Social Care Wales. The manager had extensive knowledge of the needs of people using the service and continued to attend training relevant to their work and personal professional development.

People receive support from a service which sets clear aims that are focussed on people's needs. We viewed the recent Statement of Purpose (reviewed May 2018) which was submitted with the services application for re registration under the new Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA). The document explains to people what services they can expect to receive which helps them to make an informed decision about whether the service can meet their needs. Policies and procedures, personal plans and other documentation required to be held by the agency were being updated to reflect the new guidance under RISCA. People are aware of the care, support and facilities available to them.

People see visible accountability and know that there are people who are overseeing the service. People we spoke with told us that they had no concerns, however, would not hesitate to discuss any concerns or issues with the manager or responsible individual. Discussions were held with the manager regarding strengthening their procedures in their complaints/concerns procedures following a concern received by CIW. The concern was discussed as part of the inspection and found to be unsubstantiated by CIW. No other concerns/complaints had been made regarding the agency and the care and support provided. People told us the manager visit them on a regular basis and our observations during the visit to two people using the service demonstrated that the people knew the manager.

The agency has systems in place for the protection of both people using the service and staff, which includes health and safety procedures and risk assessments. Individual risk assessments were devised for the protection of people using the service and staff. We saw evidence of risk assessments on people's files. A new policy regarding the General Data Protection Regulations (GDPR) has been produced by the company and in line with the policy certain information has been removed from staff records. We saw evidence on staff records that GDPR training has been undertaken.

The agency is located at offices in Prestatyn, Denbighshire where the manager, responsible individual and office staff are based. However, the manager will conduct announced and unannounced spot visits to the supported living projects. The manager is available to staff and people using the service during the working week Monday to Friday and will schedule their week to include visiting people using the service. On out of office on call service is available for staff and people using the service should an emergency arise during evenings and weekends. The impact for people using the service is that they can feel safe and assured that the service is being monitored.

Quality Of The Environment

This is not applicable to domiciliary care/supported living.

The offices are located in the centre of Prestatyn above the company's day services. We found the premises had sufficient storage and work space in addition to facilities for training and meetings.

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.