



Inspection Report on

Bevris Support Ltd

**Seasons House
Lakeside Business Village
St David's Park
Ewloe
CH5 3YE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

19/10/2020

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About Bebris Support Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Bebris Support Limited
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection since the service was re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016 on 16 January 2019.
Does this service provide the Welsh Language active offer?	Yes

Summary

People have excellent choice and control in relation to their care and support and they receive very effective support as individuals to make decisions, live fulfilled lives and maintain their independence. People feel safe, happy and well-supported by an efficient and well-trained staff team. People receiving a service feel included and part of the Bebris team and consider care staff and managers to be friends.

Exceptional oversight by a close knit management team means care is consistent and remains relevant to people's changing needs. On-going monitoring of the service by leaders and managers is regular and robust. Regular feedback from a wide range of external sources helps ensure service delivery is always the best it can be. Specialist training packages are delivered to staff and are bespoke to each individual they support. The positive well-being of the people supported is central to everything Bebris aspires to achieve. The people we spoke to told us the support they receive from Bebris exceeds all their expectations and transforms their physical and mental well-being and lives for the better.

Well-being

People receive support and have exceptional choice and control over their day-to day lives, with the individual autonomy to pick their staff team. Careful attention to detail within care and support plans gives a bespoke package to meet individual needs. Staff teams receive comprehensive training, aligned to each person's individual needs. Opportunities for feedback from people receiving packages are numerous and all information provided is in a format that meets individual need. People receive the right support and care to give them the freedom to live independent and meaningful lives.

Measures in place meet people's physical, mental health and emotional needs very well. Risk management is excellent and continually reviewed to ensure that positive risk taking gives people the freedom to do whatever is important to them. People work towards realistic outcomes and receive continual feedback on the positive progress they are making. People feel staff and managers listen to their needs and wants well and they have a voice, which everyone hears. Needs are carefully assessed and considered before a package of care is agreed. This allows for bespoke specialist staff training and careful attention to detail to support well-being. All areas of the service delivery centre on the person as an individual. Support given provides vast and meaningful improvements to each individual's well-being.

People receive protection from abuse, harm and neglect. Systems and policies support people well and keep them from harm. A clear oversight by the responsible individual (RI) together with a hands on approach provides superb quality assurance to all care packages in place. People and staff know how to raise concerns. Static staff teams provide a continuity of care for people and allow meaningful connections and effective support. Accurate care and support plans with strong risk management support staff to keep people safe and protected. People and staff are happy and fulfilled.

Care and Development

Effective consideration of people's views and needs, alongside those of stakeholders ensures the provision of a suitable service to meet individual needs. Prior to agreeing a package of care, managers collate all information available and put together an assessment report. This report looks at the most effective way to support people, including a wide range of communication methods and aids, depending on individual needs. Any specialised training for staff is commissioned and delivered. Staff have time built in for an effective hand over to one another, which does not impact on people's care time.

People have accurate and detailed care and support plans in place which carefully consider how to meet all needs effectively, are outcome focussed and updated and reviewed regularly. Each person supported, or their advocate is heavily involved in writing the care and support plan and keeping it up to date. This helps to ensure that all things which matter to the person are covered and planned for. Staff regularly review these plans, and share updates with each individual staff team as well as the person supported.

The quality of care and support provided is effectively risk assessed and carefully considers people's personal wishes and aspirations. People plan their own time with staff and have the freedom to change these plans to suit their current moods and needs. Continuity of staff takes priority and as a result, staff consistency is a key strength of the service. People are encouraged and supported to feel part of a wider community and they look at staff teams as friends rather than carers. All people we spoke to told us how well supported they feel and commented how the support has been life-changing giving them the freedom to live an independent life in the way that is important to them.

Effective measures safeguard people through robust policies and procedures which receive regular review and are cascaded to staff. People know how to raise a concern, should they need to and staff have an excellent knowledge of the safeguarding process and procedures. People have superb relationships with staff and this results in mutual respect and trust. People have access to independent advocacy and everyone we spoke to told us how the service provided enables them to achieve personal outcomes in a safe and effective way.

Leadership and Management

Effective governance supports the smooth operation of the service and ensures a sound provision of high quality care and support. Staff and people using the service are involved in developing policies and procedures. Staff have regular opportunities to discuss these policies and procedures with managers through supervision and the staff handbook guidance. Policies are available in different formats to meet the needs of the people they support and the service is able to fully deliver a service package in the Welsh language if required.

Oversight of the service, through ongoing quality assurance and continued development and improvement is robust and effective and this enables the RI to have up to date information about the service and people's outcomes. Weekly management meetings, tracked electronically, enable the RI to assign specific actions to specific staff and to check progress. Bebris has a strong collaborative working ethos, rather than a linear management structure. Specialist paperwork within each project tracks resources and equipment required and enables staff to have the right tools to do their job effectively. Outcomes for individuals receive regular review and revision. Where personal outcomes have been met, it is made clear to the individual supported the positive progress they are making.

The staff team are competent and suitably skilled and trained. The service does not use agency workers and a matching process is in place to ensure all people are supported by staff they are happy and comfortable with. People using the service, an advocate or family member are included in the staff recruitment process to make this further person centred. Staff interests are an important factor during the recruitment process, to ensure these are similar to the people they will support. Staff all have registration with Social Care Wales (SCW), who maintain the register of social care workers. Staff are happy in their work and speak highly of the people they support, their colleagues and management. Staff training is comprehensive and up to date. Staff have regular supervisions and annual appraisals and feel appreciated and valued for the work they do.

Environment

Areas for improvement and action at the previous inspection

None		
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Areas where immediate action is required

None	
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Areas where improvement is required

None	
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No noncompliance records found in Open status.