



Inspection Report on

Share Care Services

**Co-options Buildings
9 Victoria Avenue
Prestatyn
LL19 9DF**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

26 October 2020

Welsh Government © Crown copyright 2020.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Share Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	Co-Options Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	17 July 2017
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.'

Summary

People are provided with the care and support they need to take control of their lives and become more independent. They have opportunities to learn or regain daily living skills, are supported to make informed decisions and have access to work opportunities. Some personal plans and risk assessments need reviewing. People and their relatives were positive about the care and support provided by staff who are knowledgeable, understanding and committed to their role. The service is well led by a visible and approachable manager. Improvement is required by the responsible individual (RI) to ensure the service is monitored in relation to its performance.

Well-being

People can access the right information, when they need it and in the way they want it. The manager is fluent in Welsh and people can access Welsh speaking staff within the team. A statement of purpose (SOP) and service user guide (SUG) is available which provides information about the service; the SUG is available in Welsh and easy read format. People's preferred language and communication needs are identified during their '*what matters conversation*'. People and their relatives told us they are listened to and are treated with dignity and respect by a "*consistent*" and "*reliable*" staff team. Systems are in place to gain feedback from people and their relatives.

People receive a person centred service from a well-led team of staff. The RI, service manager and all the staff we spoke with are passionate and committed to providing good person centred care and support. Comments from all people and relatives we spoke with were all positive. Comments included "*X is funny and helps me a lot*", "*the staff team have such a positive influence on my son*" and "*X is brilliant I couldn't have asked for a better support worker*". People are supported to take part in activities they enjoy and improve their well-being; this includes engaging and contributing to the community. Information is available for staff, which sets out how people's personal outcomes and care and support needs will be met. Improvement is needed to ensure all personal plans are reviewed within the required timescale.

Systems and processes are in place to safeguard people from the risk of abuse and neglect. Staff understand their responsibilities and overall have access to training to ensure people are safe. Where risks are identified, assessments are in place and action is taken to manage risks where possible.

Care and Development

The service promotes a positive culture that is person centred, flexible and empowering, which achieves positive outcomes for people. The service manager ensures information is gathered before support is offered to ensure the suitability of the service. People's personal plans reflect information gathered from people, their relatives and other professionals involved in their care. Improvement is needed to ensure that all personal plans are reviewed as and when required but at least every three months. Daily records and feedback from people and their relatives demonstrate that people take part in activities they enjoy. This includes work opportunities and '*travel training*', which provides support to people to be able to travel to different places initially with staff support and working towards being able to do this independently.

People are protected against the risk of avoidable harm and abuse. The service has effective safeguarding procedures in place including policies and procedures to inform and guide staff. People's personal plans identify risks they might face and the support they need from staff to stay safe. This includes risk assessments and management plans to help staff mitigate and manage the identified risks. Staff demonstrate a good understanding of safeguarding measures and identified risks to the people they support.

The service promotes good hygiene practices and manages the risk of infection. Effective systems are in place to assess and respond to risks regarding infection prevention and control, including those associated with Covid-19. Relatives told us that staff wear the correct personal protective equipment (PPE). Staff have a good understanding of their role and safe working practices were described.

Leadership and Management

People, relatives and staff have access to information. The aims and purpose of the service is clear in the statement of purpose. A service user guide is available in easy read format and in the Welsh language. Staff have access to up-to-date policies and procedures and this was reflected in our discussions with staff.

Staff recruitment is satisfactory in the service. We saw staff files contain the necessary sufficient safety checks in place, ensuring staff's suitability to work with vulnerable adults.

People receive consistent care and support. The staff team are familiar with people's routines, preferences and their needs. Feedback from individuals and relatives included, *"the staff are very reliable and flexible"*, *"communication from the manager is second to none"* and *"I can't fault the punctuality"* and *"the service has been my lifeline, I'm so grateful"*.

Staff feel supported in their role and overall have access to training. The staff we spoke with consistently gave us positive feedback about the support they receive and supervision documentation supported this. Comments includes *"X is the best manager I've had"*, *"I feel very supported and safe especially during COVID-19, information is always available to us and communication is great from the manager"* and *"X is very supportive and approachable"*. Staff have access to mandatory and service-specific training but some staff are overdue their refresher training. We were provided with assurances that this is currently being sourced.

Overall, people receive a service where the provider has systems in place to monitor and review the quality of the care and support provided. People and their relatives have the opportunity to provide feedback on the services provided; the questionnaires are also available in the Welsh language. A quality of care review is available which demonstrates how the service can improve further. There is clear management structure in place and the responsible individual (RI) is aware of their regulatory requirements. Improvement is needed to ensure systems are in place to provide evidence that three monthly visits are logged and documented.

Environment

Areas for improvement and action at the previous inspection

None		
------	--	--

Areas where immediate action is required

None	
------	--

Areas where improvement is required

Personal plans must be reviewed as and when required but at least every three months	Regulation 16
The responsible individual must ensure systems are in place to evidence that three monthly visits are logged and documented.	Regulation 72

We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to or poor outcomes for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

Date Published

22 December 2020

