



Inspection Report on

Shaw Support Services Ty Bryngolau

**Ty Bryngoleu
Aberfan
Merthyr Tydfil
CF48 4PT**

Date Inspection Completed

26 February 2021

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About Shaw Support Services Ty Bryngolau

Type of care provided	Domiciliary Support Service
Registered Provider	Shaw Community Living (SLS) Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	19/09/2019
Does this service provide the Welsh Language active offer?	This is a service that 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

Shaw Support Services is a domiciliary service that provides support for up to 43 people aged 18 years and over, in four supported living settings. The service can provide care and support to older people, people with physical disability or sensory impairment, substance misuse issues, learning disability, dementia, or mental ill health. Currently, the service primarily supports people with mental ill health. The service provider, Shaw Community Living (SLS) Limited, has a Responsible Individual, Liam Scanlon, for oversight of these services. There is a manager who is registered with Social Care Wales.

People receive care from staff who are suitably trained and supported. They have accurate personal plans that detail their individual care needs; plans are dated and identify review dates. Day to day issues are effectively communicated via the care monitoring system. People, and their representatives, are complimentary about the positive relationship they have with care workers and office staff. Support workers report they feel well supported and are happy in their roles.

Safeguarding procedure and training has been updated to reflect the All Wales Safeguarding Procedures.

Well-being

People have a voice and the service supports their rights and choices. People's individual needs define their personal plan, and care and support is adapted to suit their situation. The service asks people about their wishes, involves them in the planning of their care, and supports them to have meaningful outcomes. People's needs, and risks to safety and well-being, are thoroughly documented and reviewed. Risk assessments include thresholds for support workers to intervene. All documents in the care plan are dated and have a set review date.

We have good feedback about the standard of care; people and their relatives speak highly of the support workers, they tell us care workers are kind, patient and respectful, as well as considerate about their individual situation, wishes and dignity. We hear that management is approachable and co-operative. The service communicates well with staff, people and their loved ones. Up to date written information about the service and advocacy access is available. Information for service users and their relatives should be more accessible and easy to read.

The service has updated its safeguarding systems to reflect recent government procedures. This will ensure that current systems and processes are in place to safeguard people from harm. Staff need to have up to date training to recognise signs of neglect, abuse and poor mental or physical health, so they know their safeguarding responsibilities and can act appropriately.

Care and Support

The service considers a wide range of information about people prior to them moving in to the service. Information is gathered from the person, relatives and relevant health professionals and an initial support plan developed. We saw evidence that personal plans were comprehensive and provided clear guidance to staff as to the support needs and planned outcomes for individuals. Staff we spoke with told us that they felt the plans were clear, reflected individual needs and gave the information needed to support people. Where possible people were involved in developing their plan. Risk assessments were in place and reviewed every month. The service worked closely with specialist health care professionals.

People and their families have positive relationships with support workers and office staff. The communication between people and the office staff is good and as frequent as they need. One relative said, *"I am very pleased with the service and I am involved in the care planning process."* Relatives told us they felt listened to by staff and managers and were comfortable raising concerns if necessary. Relatives recognise that activity levels and options have reduced because of COVID-19 but believed that staff were doing what they could to maximise opportunities to engage with other residents and the community. Support workers say they have access to all the information needed to provide good quality care and to feed back any concerns or queries to management.

We examined the medication policy and found it was comprehensive and up to date. We evidenced training records and found that staff had training in the administration of medication and regular medication audits were undertaken. This was confirmed in discussions with staff.

The service helps to protect people from potential harm and abuse. Support workers have training, and there are policies in place, so they know what to do if someone they support is at risk. Support workers told us they have no problem reporting issues to management and are confident that the manager takes appropriate action. Staff had safeguarding training but were unaware of the new safeguarding procedure from Welsh Government; however, the new procedure is reflected in the safeguarding policy of the service. Staff can access policies and procedures easily.

There are appropriate infection control measures in place, to help keep people safe from the transmission of COVID 19. Support workers know about the requirements of Personal Protective Equipment (PPE).

Leadership and Management

The service provider has systems in place to support the smooth operation of the service, to ensure the care and support of individuals enables them to achieve their personal outcomes. Policies and procedures are reviewed and amended as required. The statement of purpose (SOP) has been updated and the service delivered is in accordance with this. The service produces a written guide to provide people with information about the service.

Quality audits and checks are in place to ensure the service continues to meet people's needs. Communication with relatives is frequent to update them on developments and gain feedback about the service and share ideas for possible improvements.

The vision, values and purpose of the service are clear and actively implemented. The RI had carried out three monthly and six monthly quality assurance visits in January 2021. These visits involve talking to residents and staff to gain their views on the service provided. The six monthly quality assurance reviews, in addition to talking to staff and residents, involve a detailed look at other aspects of the way the service is delivered such as environmental assessments, and sets out areas of improvements that have been identified.

Support workers at the service are supported and trained to ensure they are appropriately qualified to support people to achieve their personal outcomes. Recruitment documents are up to date with appropriate Disclosure and Barring (DBS) checks in place.

All support workers have completed mandatory training as detailed in the SOP. In response to the challenges of COVID-19, the service has provided training electronically. Staff told us they could do the training at their own pace, and there was a lot more information available. We spoke to two support workers who were happy in their work and complimentary of the manager of the service one said, "*I would recommend as a place to work or to take up a place in the service*". Support workers have regular supervision and annual appraisals, and regular staff meetings are held to keep care workers up to date.

The service is in the process of translating policies into Welsh, and if a potential service user wanted the statement of purpose or service user guide in Welsh, this could be provided.

Environment

This theme does not currently form part of the inspection remit of domiciliary support services in Wales

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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