



Inspection Report on

Human Support Group Limited - Pembrokeshire

**Suite 15 Cedar Court
Havens Head Business Park
Milford Haven
SA73 3LS**

Date Inspection Completed

18 March 2021

16/03/2021

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About Human Support Group Limited - Pembrokeshire

Type of care provided	Domiciliary Support Service
Registered Provider	The Human Support Group Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	25 January 2019
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer'.

Summary

Human Support Group provides care and support to people in their own homes. The office is located on an industrial estate in Milford Haven.

People are wholly satisfied with the support they receive, with one person describing their care as *"brilliant"*. Another person told us the company is *"absolutely wonderful"*

There are some robust governance arrangements to monitor quality and people have the opportunity to express their views about the service.

Care workers feel valued and supported. They demonstrate some of the values held by the service in respect of person centred care and support.

Caring, motivated and respectful care workers ensure people's needs are met.

Well-being

All of the care workers we spoke with know the action they are required to take if they suspect a person is at risk. They are also confident their managers would take any concerns seriously and address them in the correct way. Care workers told us the ways they maintain people's privacy and dignity whilst assisting them with their personal care and regard is shown for the person's preference of gender of care worker.

People are cared for by staff who are effectively managed and who have some robust procedures in place to monitor the quality of the work carried out by the care workers. Care workers are reliable and there is a high level of continuity. No person has missed any of their scheduled visits and most visits are completed on time.

People are also cared for by care workers who are both motivated and committed to their work. We saw the values of the service are displayed in the main office and some of those, in respect of dignity and choice were repeated by care workers, showing us they knew and understood the values of the service.

People can be confident care workers have the knowledge and skills to identify any changes as well as any areas for concern. We were told care workers make contact with relatives if necessary as well as report any issues to their manager. Care workers are able to recognise signs of skin pressure damage to ensure people's physical health needs are met. Relatives confirmed they are contacted if a person is running out of any personal items or if the care workers have any concerns.

Care workers have a good knowledge and understanding of the people they support and their family. Care records are up to date and provide the information needed for care workers to offer the care that has been assessed as being needed.

Care and Development

We were told most calls are carried out on time, with care workers letting people know if they were going to be late, which happens infrequently. Everyone we spoke with confirmed no visits have been missed and care workers told us they have enough time for travel built in to their rotas.

People do find care workers to be patient, and they do not feel rushed. Care workers told us they do sometimes go over the allocated time but did not identify any difficulties with this.

People and their relatives feel safe having care workers in their home and feel care workers are respectful of their property. Care workers, in turn, understand the trust people have placed in them by allowing them into their home. Care workers are able to articulate the ways they show respect for people, for example when assisting with personal care which include making sure doors and curtains are closed and maintaining people's privacy and dignity as far as possible.

People's rights are protected and they are safe and, as far as possible, protected from harm. All of the care workers we talked to understand their role in protecting people and are aware of their responsibilities to report any concerns. All of them told us they were confident their managers would take any concerns raised seriously and take the appropriate measure to report these concerns.

People receiving support also felt able to report any issues or concerns and were confident they would be dealt with. One person told us an issue they had raised had been addressed and satisfactorily resolved.

Care is offered by workers who know people and know what is important to them. The care workers we spoke with showed they know people, and know what is important to them. We looked at some care records and found the support plans to be detailed; informative and person centred. Information is clearly set out showing what is important to the person; what is working well and what needs to happen. People, and their relatives, told us they are involved in their care plans and think care workers take time to get to know them. Care workers told us they found the care records helpful and we saw they were regularly reviewed.

People told us they have a high level of continuity of workers and see the same staff on a regular basis. One person said "*I am very happy... we have a rapport, have a laugh. They aren't too serious but professional*" when describing the regular care workers who provided their support.

Leadership and Management

People's care and support needs are met by staff who are appropriately trained. We saw the training matrix which demonstrates almost all training is up to date. All of the care workers we spoke with told us they had "a lot" of training and were not asked to carry out any duties for which they did not feel adequately trained. People and their relatives consider care workers to be mostly skilled and appropriately trained. One person told us care workers get a few days of shadowing and are then "*pushed in at the deep end*". *One person felt some more specialist training would be beneficial to ensure care workers were able to fully meet the needs of people; and another person told us "I can't praise them highly enough"*.

The service is effectively led and managed by a manager who covers both the Carmarthenshire and Pembrokeshire services. We consider the responsible individual (RI) has good oversight of the service and note the reports completed by them are detailed and informative.

People's views are sought and we find their feedback about the service is very positive. The comments received by the provider reflected those given to us during the inspection, with one relative describing the service as "*far, far better*" than their previous one. Care workers told us they feel "*appreciated*" and find the manager and office staff very supportive and accessible.

Care workers are appointed following a robust recruitment process. We saw references have been obtained and safety checks completed. There are some gaps in care workers employment histories but note those pre-date the current managers. Supervision is carried out to provide feedback to care workers and to help them with their professional development. Most care workers told us they found supervision helpful and feel they do get acknowledgement for their work. In addition to supervision, spot checks are carried out to provide an added level of quality monitoring as well as immediate support for care workers. We saw supervision is mostly carried out within the required time frames, but there are occasions when the gap between supervision sessions exceeded three months.

People are supported by care workers who are both enthusiastic and motivated. One told us "*I just really enjoy my job, knowing I am going out to help people*". Another told us "*I love my job; I just want the best for people*". One person described the care workers as mostly "*highly professional*" and described two of their regular care workers as "*outstandingly good*".

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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