



## Inspection Report on

**South Wales supported Living**

**Leonard Cheshire Disability  
Ty Cwm  
Lon Ty Cwm  
Carmarthen  
SA31 3GA**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

## **Date Inspection Completed**

19 May 2021

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## About South Wales supported Living

Type of care provided	Domiciliary Support Service
Registered Provider	Leonard Cheshire Disability
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes

### Summary

This was a focused inspection. People and their family members told us they receive good care from care workers who support them. Each person we spoke to said their care workers are always happy and willing to help them. Some people feel there have been a lot of staff changes over the past year due to the pandemic, but the staff team are enthusiastic and feel well supported by senior staff. They receive regular training that is relevant to their roles. There are clear systems that monitor the quality of care people receive and there are good communication channels throughout the organisation.

## **Well-being**

Overall, people have control over their day-to day lives. They feel they are able to voice their opinions on a daily basis with whoever is supporting them at the time, and in their care reviews. Family members are also happy with the support their relatives receive. Pen pictures include information about each person's preferred method of communication so care workers remain aware of people's wishes at all times. Care workers are reliable and available to people at agreed times. There have been some staff changes over the past year, but people accept this has mainly been due to the pandemic. People are hopeful the worst of the pandemic is over now and are looking forward to some stability in the staff team.

## Care and Support

As this was a focused inspection, we have not considered this theme in full.

People and/or their representatives are invited to be involved in the decisions made about their care and well-being. Personal plans are reviewed every three months to stay up-to-date and reflect the person's needs at all times. People told us they were happy to be asked. One person said, *"We had a small meeting. It was just right for me because I don't like too much fuss."* A relative told us, *"It's nice to be part of things, to know what's going on."*

People and their relatives feel their care workers are knowledgeable, know what they are doing and support them as they wish. Care workers attend regular training updates: relatives say this is reflected in the way they support their family members. One relative told us, *"We think x gets really good care because the carers know what they're doing."* One person receiving support said their care workers are *"brilliant"* and *"really funny."* Another person was enthusiastic about their care workers and added, *"I look forward to seeing them every day. They keep me smiling."* People also told us their care workers do not rush and give them enough time to do things when they are with them.

## Leadership and Management

As this was a focused inspection, we have not considered this theme in full.

Care workers have training that is relevant to their roles. The staff training matrix shows all members of the staff team are up-to-date in their essential training, and some have attended training specific to the people they support. For example, dementia, epilepsy, manual handling, nutrition and choking. One care worker said the training was, *“really good and all useful.”* In addition, new employees attend all essential training during their inductions.

Regular individual supervision meetings and annual appraisals are arranged for all care workers. Two care workers confirmed these meetings go ahead when planned and another care worker said they are useful, adding, *“We always meet up to talk about what’s going well or not. All good to know.”* Another care worker said, *“The manager is always there when we need them.”*

The provider’s policies are kept up-to-date. We examined a selection of policies that had been updated to take account of any changes in the organisation over the past year. Overall, there are clear systems that monitor the quality of care people receive and there are good communication channels throughout the organisation.

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

Policies are not up to date

Regulation  
79

Staff are not consistently and adequately supported with training and supervision.

Regulation  
36(2)(a)

People and/or their representatives are not involved or invited to be involved in the three monthly review of individual's personal plans.

Regulation

Notifications are not always completed and submitted as required.

Regulation

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

None

**Areas where priority action is required**

None

**Areas where improvement is required**

None

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