

From: Yarnnton, Barrie (CIW - Change Team - RISCA)

Sent: 04 January 2018 10:37

To: Redman, Ken (CIW - Adult and Children's Services Team) Moultrie, Denise (CIW - Local Authority Inspection Team)

Subject: RE: Concerns about Powys LA

Good morning both,

I have just taken another telephone call from **REDACTED s40(2)** by way of an update. He has subsequently identified that the domiciliary care service provider for **REDACTED s40(2)** is **REDACTED s40(2)**. He has spoken to **REDACTED s40(2)** who is an area manager for the service. He shared his concerns with **REDACTED s40(2)** about Powys LA and their safeguarding process and after speaking to her he feels reassured about the service being provided to **REDACTED s40(2)**. **REDACTED s40(2)**

His main issue was with Powys LA's safeguarding process and reiterated that he has made a complaint to Powys LA about this. This mainly revolves around **REDACTED s40(2)**

His other main concern is that other service users like **REDACTED s40(2)** who may not have the same support that he and **REDACTED s40(2)** are able to provide and are left vulnerable and without a voice.

I informed him that I contacted you yesterday and said that I would update you today, which he was pleased with. He did say that he would like some feedback on the matter in due course and provided me with his address details:

REDACTED s40(2)

Kind regards, Barrie

Barrie Yarnnton

RISCA Project Support

Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC) / Care and Social Services Inspectorate Wales (CSSIW)

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From: Redman, Ken (CSSIW - Adult and Children's Services Team)
Sent: 03 January 2018 13:04
To: Moultrie, Denise (CSSIW - Local Authority Inspection Team); Yarnton, Barrie (CSSIW - Change Team - RISCA)
Subject: RE: Concerns about Powys LA

Hi Denise

If you could find out from Jen who Powys are contracting with that would be helpful, then we can track down the dom care agency providing the service and go from there, log as a concern and follow the process.

Thanks

Ken

Ken Redman

Uwch Reolwr Arolygu Gwasanaethau Oedolion / Senior Manager Adult Services Inspection

Arolygwr Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC) / Care and Social Services Inspectorate Wales (CSSIW)

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From: Moultrie, Denise (CSSIW - Local Authority Inspection Team)
Sent: 03 January 2018 11:21
To: Yarnton, Barrie (CSSIW - Change Team - RISCA); Redman, Ken (CSSIW - Adult and Children's Services Team)
Subject: RE: Concerns about Powys LA

Hi Barrie

As you know we don't register supported living arrangements and so we need the name of the dom care agency that is providing the support. Ken's inspectors for Powys are likely to be aware of this or we can find out from the LA.

Ken

I think this should be raised as a concern against that dom care agency – on the basis of the concern that they may not be allowing tenants to make their own choices etc.

There is also a bigger concern about LA decision making which he has take to complaint but not happy with the response. I will raise this with HOS.

Do you agree with this course of action Ken?

Perhaps we could co ordinate on a response back to the concern, where I could add in to your response – or vice versa?

I will drop an email to Jen Jeffries.

Den

Denise Moultrie

Uwch Reolwr – Arolygu Awdurdodau Lleol / Senior Manager – Local Authority Inspection

Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC) / Care and Social Services Inspectorate Wales (CSSIW)

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From: Yarnton, Barrie (CSSIW - Change Team - RISCA)

Sent: 03 January 2018 11:01

To: Moultrie, Denise (CSSIW - Local Authority Inspection Team)

Subject: Concerns about Powys LA

Good morning Denise,

I have just taken a telephone call from **REDACTED s40(2)** who has some long standing concerns about **REDACTED s40(2)**

[REDACTED]

REDACTED s40(2)

[REDACTED]

REDACTED s40(2)

[REDACTED]

[REDACTED]

I explained to **REDACTED s40(2)** that we had scanned our system (CaSSI) but could not find the service above where he said **REDACTED s40(2)** was residing. I explained that this type of service provision would usually be a dom care provision in the form of supported living and it may be carrying on as a 'satellite' service to a central office that is registered. I said it could also be a service carrying on without registration but this would be unusual as the local authority would not use such a service. I suggested to **REDACTED s40(2)** that he discusses the matter further with Powys LA to identify what the service actually is and if there is a central office that is registered to take any issues about the service to the provider in the first instance. I said that if he identified a registered provider and continued to have concerns about the service provision then he could share that concern with CSSIW.

He did mention that he had written to Ministers previously and was aware that Powys LA had been in special measures regarding their children's services. **REDACTED s40(2)** said that he was content with what I had suggested to him and thanked me for listening to him.

I am sorry about the length of this email but thought it prudent to share the concerns he has about Powys LA with you in the first instance. Happy to discuss further if you wish.

Kind regards, Barrie

Barrie Yantton

RISCA Project Support

Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC) / Care and Social Services Inspectorate Wales (CSSIW)

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