



## Care and Social Services Inspectorate Wales

Care Standards Act 2000

# Inspection Report

Perthyn Domiciliary Care Agency

Swansea

Type of Inspection – Focused

Dates of inspection – Monday, 17 July 2017, Wednesday 19 July 2017

Date of publication – Monday, 28 August 2017

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## Summary

### About the service

Perthyn is a large domiciliary care agency, registered with Care and Social Services Inspectorate Wales (CSSIW) to provide a supported living service to adults with a learning disability and functional mental illness.

The branch of the agency registered in Swansea provides a service to people living in Carmarthenshire, Pembrokeshire and Powys. The agency also operates a number of residential care homes in Wales, each with a separate registration.

Perthyn is also registered with the Care Quality Commission to provide services in England.

The provider is Perthyn Ltd and the registered managers are Victoria Bland and Rhian Bolgiani.

### What type of inspection was carried out?

We, Care and Social Services Inspectorate Wales (CSSIW) inspected the service on 17 and 19 July 2017 for a focused inspection following the receipt of a concern. We looked at the quality of life for people who used the service.

The following methodology was used:

- Two inspection visits were undertaken, one unannounced visit to the provider's office on 17 July 2017, and one announced visit to a supported service on 19 July 2017
- Observation of care practices
- Discussion with the registered manager
- Discussion with four staff
- We viewed the care documentation for one person.

### What does the service do well?

We did not identify any areas of good practice that exceeded practice outlined in the Domiciliary Care Agencies (Wales) Regulations (2004) and the National Minimum Standards for Domiciliary Care Agencies in Wales (2004).

### What has improved since the last inspection?

There were no issues of non compliance at the last inspection March 2017

### What needs to be done to improve the service?

There were no areas of regulatory non-compliance identified during the inspection.

## Quality Of Life

Overall, we found that people using the service benefit from consistent, good quality care and support, and are treated with respect and dignity.

People remain healthy because their needs are anticipated and they are enabled to have access to specialist or medical support. This is because the manager and staff have a good knowledge of the individual health needs of people and support them to maintain their health. We found that the manager was proactive in seeking medical advice and treatment for people. We examined weight monitoring records and saw that people were supported to maintain a healthy, balanced diet. Risks assessments had been carried out, and included consideration of people's mobility, skin integrity and ability to eat and drink safely. People were supported to access health and social care professionals, such as social workers, GP, chiropodists, occupational therapists and dentists. Person centred plans showed that people were supported by staff to take their medication that had been prescribed for them. We saw that person centred plans had been updated and reviewed as needed.

People experience warmth, attachment and develop and maintain relationships with others. The people we visited had lived together for approximately twelve years and knew each other very well. They were encouraged to get together with other people socially for example, by attending day care and sensory groups and to maintain family contacts. Staff told us that one person is supported to make a telephone call every evening to speak with their relatives. A thank you card we saw from a relative stated "*we always feel reassured that - - - could not get better care*" and "*care and dedication that often goes beyond the call of duty*". We saw evidence that people were encouraged to have a good social life and went out for meals, walks to local parks, swimming, trips for picnics, arts and crafts and shopping trips. On the afternoon of our visit one person had just arrived home from shopping and two other people had been out at arranged activities.

There was a consistent mixed gender staff team who were very familiar to people. This gave people choice and appropriate support when undertaking personal care. Three staff we spoke with had worked at the service for many years, in one case for twelve years and knew people's preference, likes and dislikes very well. We observed the interactions between staff and people, and saw there was a level of respectful banter which people appeared to enjoy. Staff were relaxed and calm and told us they had enough time to carry out their allocated duties.

## Quality Of Staffing

This inspection focussed on the quality of life of the people using the service. We did not consider it necessary to look at the quality of staffing on this occasion as this was examined in greater detail at the last inspection on 15 and 16 March 2017.

However, we did look at the training for staff who worked at the service we visited. This showed that staff had been provided with training relevant to the support they delivered to people, for example, dignity, use of hoists and slings, general manual handling, epilepsy, safeguarding, food safety and the Mental Capacity Act. Staff we spoke with told us they had regular access to training and were well supported by management. We therefore found that staff had been sufficiently trained and were competent for their roles.

## **Quality Of Leadership and Management**

This inspection focussed on the quality of life of the people using the service. We did not consider it necessary to look at the quality of leadership and management on this occasion as this was examined in greater detail at the last inspection on 15 and 16 March 2017.

## Quality Of The Environment

Quality of environment is not applicable to domiciliary care agencies.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.