



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Community Lives Consortium

Type of Inspection – Focused

Date(s) of inspection – Thursday, 23 April 2015, Tuesday, 28 April 2015,
Tuesday, 5 May 2015, Thursday, 14 May 2015, Friday, 24 July 2015.

Date of publication – Tuesday, 17 August 2015

Welsh Government © Crown copyright 2015.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk You must reproduce our material accurately and not use it in a misleading context.

Summary

About the service

Community Lives Consortium (CLC) is registered with Care and Social Services Inspectorate Wales (CSSIW) as a Domiciliary Care Agency providing care and support to people with learning disabilities. The Head Office is based in Swansea supporting some 250 individuals with their own tenancies, living in 121 houses across Swansea.

The houses are nominally divided into 8 networks each managed by a Registered Manager: Lyn Williams, Jonathan Thomas, Gill Nichols, Julie Thomas, Michael Connolly, Lynne Stainsby, Catherine Williams and Diane Jones. There is an additional Registered Manager, Lynda Rosselli, who covers for any absence through illness or holiday amongst her colleagues.

The registered provider is CLC and the Responsible Individual is Rick Wilson.

We were informed that CLC is currently undergoing a period of restructuring and changes are being introduced that will affect staff throughout the service. The Registered Provider informed us that consultation with people using the service and their relatives as well as members of staff is on going and that this will continue for as long as required.

What type of inspection was carried out?

This was a planned inspection that focussed on the theme of quality of life for people using the service. The inspection was carried out by one inspector using the following methodology:

- Visits to people using the service living in supported living settings and discussions with their relatives when possible
- A meeting with the Responsible Individual and senior staff from the organisation
- Meeting and discussion with the Director of Operations
- Consideration of care planning documentation relating to people using the service
- Discussions with Registered Managers and staff working in different settings
- Examination of staff personnel files to consider safe recruitment practices
- Consideration of Quality Assurance processes and documentation.

What does the service do well?

Those people we spoke to who were able to offer an opinion were fulsome in their praise of the support they received. There was a general feeling that they were helped and encouraged to live active and interesting lives.

People are actively encouraged to be a full part of the organisation, including being part of the management committee and its sub-groups.

What has improved since the last inspection?

The registered provider is now compliant with the conditions of registration.

What needs to be done to improve the service?

No non-compliance notices were issued as a result of this inspection. The following recommendations were made following discussion with the Director of Operations:

- We recommend that the providers review their internal processes and procedures to assure themselves that staff continue to be fit to work with vulnerable adults
- Staff files are held and maintained by the Human Resources Department and, in many instances, contain a large volume of information some dating back a number of years. We recommend that, where necessary, a section be set aside in each file that only contains the information required under Schedule 3 of the Domiciliary Care Agencies (Wales) Regulations 2004.

Quality Of Life

Overall, we (CSSIW) were assured that service users are helped to lead active and fulfilling lives and have the opportunity pursue their interests as much as is reasonably possible. We found that people had good opportunities to learn new skills and be occupied in activity that was meaningful to them.

People using the service and their relatives told us that they were very happy with the support they received from the service and the staff who provided it. We were told of many instances where staff had gone above and beyond their duties to ensure that they could take part in activities of their choosing and observed many warm and friendly interactions taking place throughout our visits.

A number of people told us of the holidays and short-breaks they had had or were very excitedly looking forward to. We were shown planners and information boards that they had prepared with the support of staff to organise the trips and ensure their full participation in the events to come.

People were also provided with opportunities to develop relationships with others using the service across the eight networks as well other agencies. This meant that they were able to develop meaningful relationships and experience warmth, attachments and a sense of belonging.

When we spoke to staff, we found that they had a good awareness of the needs of the people they were supporting and understood how best to meet those needs. Furthermore, there was generally a good understanding of the likes and dislikes and wishes and feelings of each person. Staff explained how that information was used to enable the individual to develop new interests or to devise ways to allow them to take a full part in decision-making.

Generally, it was clear from talking to staff that the people they support are viewed as individuals; their personalities, traits, routines and preferences are well known and the support they receive reflects these characteristics. It was also apparent that staff were genuinely fond of service users – our discussions with them found them to be empathetic, knowledgeable and understanding.

When we considered the service's quality assurance documentation, we saw that people were actively encouraged and supported to take part in the various decision-making groups and committees of the CLC organisation. We were also told how they have helped to recruit staff and have had some input into the inductions of new staff by, for example, showing them around their homes, introducing them to others and making them feel welcome.

Individuals can be confident that their needs will be well met by staff who are trained and sufficiently skilled to do so. Services users and members of their families told us that they were supported to attend health or social care appointments and we noted how both identified and changing needs were comprehensively detailed in individual care plans that were subject to regular review. These were person centred and, in the main, it was easy to find relevant and useful information, although this was not always the case.

Those staff spoken with displayed a good level of knowledge about the health and emotional needs of the people using the service, including their need for a healthy diet and stimulating activity.

We noted that CLC operate a clear and comprehensive reporting policy under Regulation 26 of the Domiciliary Care Agencies (Wales) Regulations 2004, notifying us of all untoward incidents affecting any of the people they supported. We were able to track what happened in these incidents and saw, for example with medication errors, that staff were appropriately suspended from medication duties and sent for re-training before being allowed to resume this role.

Overall we found that people experienced appropriate and responsive care from staff that have an up to date understanding of their needs and preferences.

Quality Of Staffing

The inspection focussed on the Quality of Life for people using the service. CSSIW did not consider it necessary to look at Quality of Staffing in detail on this occasion, although we did consider safe recruitment practices.

We noted that four of the Registered Managers did not have current Disclosure and Barring Service (DBS) checks. In addition, although CLC ensures its staff are recruited with a valid DBS, there is no system of checking whether these are renewed upon expiry. Although this is not a requirement under the Domiciliary Care Agencies (Wales) Regulations 2004, we recommend that the providers review their internal processes and procedures to assure themselves that staff continue to be fit to work with vulnerable adults.

Quality of Staffing will be considered in more detail in future inspections.

Quality Of Leadership and Management

This inspection focussed on the Quality of Life for people using the service. CSSIW did not consider it necessary to look at Quality of Leadership and Management in detail on this occasion, although this will be a focus of future inspections.

Quality Of The Environment

The inspection focussed on the Quality of Life for people using the service. CSSIW did not consider it necessary to look at the Quality of the Environment in detail on this occasion, as this is not considered an area for focus in domiciliary care inspections. However we did note that the supported living settings visited provided a clean, light and environment suitable for the needs of the people living there.

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.

