



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

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Focus Care Wales Limited

Colwyn Bay

Type of Inspection – Focused

Date(s) of inspection 12 December 2016

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Summary

About the service

Focus Care Wales Limited is registered with the Care and Social Service Inspectorate to provide a service to children and their families and people over the age of 18 years who have a learning and / or physical disability, sensory loss / impairment or mental health problem.

The responsible individual is Denise Picton and the registered manager is Mike Picton,

Focus Care Wales Limited is has an office in Colwyn Bay.

What type of inspection was carried out?

This was an unannounced focused inspection, carried out on the 12/12/2016 between the hours of 11:00 am – 15:00pm. At inspection, we sought to assess the Quality of Care of the people who use the service.

To this end we:

Assessed 3 case files, including service delivery plans.

Assessed 3 staff files, supervision logs and training matrix.

We also viewed a number of service related documents.

We spoke with 1 person who receives a service, with 2 members of the care staff, with an administrator and the project manager.

We attempted to speak with a parent but because of family circumstances our discussion was cut short.

What does the service do well?

The service provides practical and emotional support to people, either living with their families or in their own accommodation, to achieve and maintain their full potential. A significant number of the people are supported to attend social activities.

What has improved since the last inspection?

The deputy manager, recruited to support this service in 2015, has been appointed as manager for the service, with oversight by the registered manager.

What needs to be done to improve the service?

There were no non-compliance issues identified during this inspection.

It is recommended to improve the quality of service provided that:

- The annual questionnaire is reviewed in order to make it accessible to all people who use the service.

Quality Of Life

In summary, people who use this service can be confident they will be fully involved in planning the type of support they will receive and how it will be delivered. We saw in the case files that an assessment of needs and any risks had taken place, regularly involving the person and family members to discuss their feelings and wishes. Service delivery plans also evidenced people's involvement and was recorded in optimistic and understandable language. Care plans had been reviewed regularly and updated accordingly.

Although there are a range of ages provided for by this service, from teenagers to older persons, the majority are within the 20/30year age range. There is therefore an emphasis on community and social engagement. A young person told us 'the best was going out' and how they enjoyed swimming and the gym with staff support. Staff told us of other activities they attend to support people such as Zumba dancing, crafts, volunteering, drama and disco. We heard about of the way a young person is supported to self-medicate, the young person we spoke with confirmed the practical help received from staff and the agency.

On an annual basis the agency seeks the views of people who use the service about the quality of the support they receive. We read the questionnaire that is used. It is a 9 question document, which was rather wordy. It didn't appear that any accommodation had been made to assist with language or concept skills. We would therefore recommend a review of this document so that it is accessible to all people who use the service.

People/families, who receive a service from the agency can be assured they will receive support from regular members of staff, who they are able to build trust and confidence in. When we looked at staff rotas, spoke to members of staff and to a young person who uses the service which confirmed each person has a designated team of staff who provide their care and support. The manager told us of their aim of attempting to increase independence and motivation. For example, a young person told us they knew their support staff and when they would be visiting. In a case file we saw a young person attends the office with support, where they were learning to understand recipes and how to cook. A member of staff told us about a person they support together with their family, which includes supporting during attendance at a day centre.

During each visit the support provided is recorded and signed by the person/family and member of staff. These records are returned to the office monthly where they are read, signed and dated by the manager. There was evidence in a case file we tracked that the allocated hours were recorded for each visit. The members of staff and the young person told us that they were never rushed, and we read that if additional time was required, this was usually negotiated with the local authority. A member of staff told us that one person always has a prepared cup of tea waiting for her, demonstrating anticipating the staff arriving at a particular time. People are kept updated and involved in the support they receive.

Quality Of Staffing

During this inspection we focussed on the quality of care received by people who use the service, although we also looked at staff supervision logs and the staff training schedule. We saw staff receive supervision every 8 weeks, in the supervision documents we noticed that one member of staff a session was outstanding, we were told by the manager this was because of sickness. There is mandatory training for all staff to attend; training is discussed at each supervision. Team meetings are held over several days to ensure all staff are able to attend. People benefit from a service where management effectively support staff to fulfil their role.

Quality Of Leadership and Management

The registered manager was not available at inspection. Instead we spoke with a previous deputy who had been promoted to manager of the domiciliary care service. We did not consider how these posts interact. This will be considered at future inspections.

Quality Of The Environment

Not applicable to this service which is provided within the home.

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.