



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

## Care and Social Services Inspectorate Wales

Care Standards Act 2000

# Inspection Report

Ategi

Pontypridd

Type of Inspection – Focused

Date(s) of inspection – Monday, 23 January 2017

Date of publication – Monday, 27 March 2017

**Welsh Government © Crown copyright 2017.**

*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](mailto:psi@nationalarchives.gsi.gov.uk)  
You must reproduce our material accurately and not use it in a misleading context.*

## Summary

### About the service

Ategi is registered with Care and Social Services Inspectorate Wales (CSSIW) as a domiciliary care agency to provide personal care to adults over the age of 18 years. This includes older people, people with physical disabilities, sensory loss or impairment, learning disabilities, mental health needs and dementia care needs.

The registered manager is Katrina Payne and the company has a nominated individual to represent them.

At the time of inspection, the service was providing 24 hour care for nine service users in four privately rented properties.

### What type of inspection was carried out?

We (CSSIW) conducted an unannounced inspection, as part of our scheduled inspection programme, on the 23<sup>rd</sup> January 2017 and telephone discussion with service users or their representatives on the 25<sup>th</sup> January 2017.

An analysis of information held by CSSIW, about the service, led us to conduct a focused inspection which concentrated on the quality of life and the experience of people using the service. To inform our report we considered the following:

- a review of information held by CSSIW
- a discussion with the registered manager and the Assistant Supported Living manager
- a telephone discussion with several service users or their representatives
- an analysis of the service users care files
- consideration of quality review and external monitoring documentation

### What does the service do well?

We found areas of good practice including a continuity of care, people are enabled and encouraged to make personal choices and be as independent as they can be. Outcomes, for people are reviewed regularly in line with assessed care needs.

The company have been awarded the Investor in People Award which means they demonstrate a commitment to staff professional development.

### What has improved since the last inspection?

The Statement of Purpose reflects the required regulations in terms of timely responses to people making a complaint and the safeguarding policy reflects the legislation relevant to Wales, including the Social Services and Wellbeing Act 2014.

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

The safeguarding procedures need to reflect the procedures of the local authority's pertinent to the service users they care for and would benefit from the inclusion of a flowchart and contact details of safeguarding officers.

## Quality Of Life

People are able to have choice and influence in the care they receive and can be assured that their views are listened to and acted upon. This is because; following an assessment of personal need ('supporting people skills assessment') a support plan is agreed with service users and/or their representatives.

We spoke with several people using the service and their representatives who informed us they participated in drawing up their support plans and had the choice and influence in how they were to be cared for. Support plans we examined, reflected the assessments of need and clearly demonstrated the input of people in choosing how the service was to be delivered. We saw, in one example, how a person preferred to be woken up in a particular way. In discussion with a service user's representative they confirmed that their relative has specific choice in all aspects of their life.

Peoples support plans provide specific and sufficient detail to enable support staff to meet the user's needs and subsequent outcomes. This is because, following a local authority monitoring visit outcomes are focused and specific to the needs of individuals and written in such a way that they reflect how the needs are to be met. We saw in service delivery plans that the outcomes detailed reflected how carers were to support individuals in meeting their needs.

When we spoke with people using the service and their representatives they were all extremely positive about the service provided by the Ategi staff. Indeed, they were described as 'excellent', 'brilliant' and 'very good' because staff had developed a knowledge and understanding of, not only the individuals they cared for, but the way in which they preferred the service to be delivered. One representative informed us that their relative was *'extremely satisfied with how the carers treated her 'normally' and knew how she wished to be cared by them'*.

People can be assured that they or their representatives have a continuity of care from carers who provide consistent and responsive care. This is because each service user is allocated a group of carers who become familiar with individuals. One person using the service informed us that *'her group of girls'* enable her to fulfil an active and meaningful life - *'they know me'* she added. She informed us that, should a new staff member be added to her group, they shadow shifts to understand what is required. She added that they were always on time and knew her routines and care needs.

We saw that people are enabled to maintain physical wellbeing as health needs are known and health professionals are actively involved in delivering parts of the support plan as required. We noted in care documentation details of known medical conditions and participation of health professionals in aspects of long term care. We also noted communication books and a 'client's diary' that provides for both updated information and visits from or to health professionals. Medication sheets were appropriately completed and we were informed by the Registered Manager that individual records of health monitoring were maintained.

Service users and their representatives informed us that they felt very satisfied with the

access to appropriated health practitioners. One representative told us that they are contacted immediately if there is any change of circumstances in the health of their relative.

Overall people were very satisfied with the care and support received from the Ategi domiciliary service and the individual carers who cared for them.

## Quality Of Staffing

The focus of this inspection was on the quality of life and the experience of people using the service so we did not consider the quality of staffing on this occasion. This theme will be considered at future inspections.

## Quality Of Leadership and Management

The focus of this inspection was on the quality of life and the experience of people using the service so we did not consider the quality of leadership and management in any detail on this occasion.

However, we did note that the service had responded to issues highlighted in the previous inspection in relation to changes to the Statement of Purpose. The suggested changes had been made as we identified in an updated document. In addition, we noted changes to the safeguarding policy reflecting Welsh legislation.

We make the following good practice recommendation that the safeguarding policy reflects the procedures of the authorities of the people they support including relevant flowchart and contact details of nominated individuals within the local authority Safeguarding teams. This enables care staff to understand who they need to contact should an issue arise.

## Quality Of The Environment

This theme is not considered in domiciliary care inspections

## 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.