



Inspection Report on

ategi limited

**Ategi Ltd
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Cardiff Road
Pontypridd
CF37 5HP**

Date Inspection Completed

04/08/2023

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About ategi limited

Type of care provided	Domiciliary Support Service
Registered Provider	ategi Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	4th and 5th December 2019
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Ategi Limited is a domiciliary support service that provides community support to individuals living in their own homes and supported living setting. We found good outcomes for people using the service and good evidence of person-centred approaches used by support staff. Records written about people are highly effective, they are person centred, individually tailored, and include detailed information regarding what is important to people.

There is good staff retention and development opportunities, so support workers are experienced and familiar to people. The enthusiastic and dedicated staff team want to make a positive difference to people's lives. People are encouraged to make daily choices in how they live their lives and do things that are important to them. People and their relatives are encouraged and supported to contribute to their care planning and review process, to enable each person to have choice and a voice about how their support is provided.

There are good arrangements in place for the oversight of the service. People receive a service where staff are safely vetted, trained, and well supported in their roles. There is an effective management team in place who are committed and motivated to ensure service delivery is achieved in collaboration with people who use the service.

Well-being

People who were consulted with told us they are very happy with the care and support they receive from their support workers. One person told us their care and support is “*exceptional*” and “*they adapt to your circumstance*”. Another person told us ““*they go the extra mile to help us*” and “*I wouldn’t be where I am now if it wasn’t for the excellent care, I’ve had from my support workers but also the manager*”. People felt they received care and support that was of a high standard.

People have control over their care and support and are treated with dignity and respect. Support from staff empowers people to have control over their day-to-day life. We saw staff respecting people’s individual choices and supporting them with their decisions. The service provider focuses on promoting people’s strengths, independence and choice and control through adopting skilled approaches that empower people. We read personal profiles and ‘About Me’ information completed to a very high standard. This is an effective tool to ensure people’s well-being and what really matters to individuals, is at the heart of service delivery. Information is provided in a format people understand, and documentation relevant to the service delivery is clear and well-defined.

People have good opportunities to learn and develop skills and independence in a service that actively promotes their participation. They are supported to access their local community, engage in activities of interest to them and develop their daily living skills. We found some examples where staff had gone above and beyond to ensure people received a tailored service to significantly enhance their life.

People’s physical, mental, and emotional well-being are promoted. There are safe medication arrangements in place. People are empowered and supported to access professional support and advice in a proactive, preventative way. There are opportunities for people to discuss their well-being with a familiar member of staff. They are supported to participate in things that are of interest to them, and they are encouraged to be independent. A review of support documentation shows personal plans and health action plans are developed with individuals that include essential aspects of people’s physical and emotional well-being. Staff are experienced, knowledgeable, and responsive to people’s support needs. They understand their responsibilities and they are confident in their roles.

Quality assurance systems in place allow for people’s views to be sought on how satisfied they are with the service and how things could be improved. People participate in the development of the service and are welcomed to be actively involved in making changes. People can be confident they are supported by a service provider that works collaboratively with others and places people’s well-being at the heart of decision making.

Care and Support

People's individual circumstances are considered. Personal plans in place set out how care and support needs will be met. Plans evidence people are being supported to improve their well-being and achieve their goals. People are involved in the planning and reviewing of their care, with the provider demonstrating a commitment to ascertaining people's wishes and preferences. Provider assessments and the review of care documentation takes place. This is important to demonstrate the extent to which people are supported to achieve their personal outcomes.

We read some personal plans which are very good. These plans were personalised, individually tailored and clear to follow. They were created in collaboration with individuals using the service and their representatives to ensure support staff have key information and guidance to understand how best to support people. Personal plans created to this standard promotes skilled approaches from support workers and people receiving an individually tailored service.

People are supported to maintain family and personal relationships of importance to them. People are supported to engage in holiday planning and goal planning for the future. Support is provided to help people obtain the professional intervention they need as well as support with managing their home, tenancy and bills. We saw some good examples of care workers going the extra mile for the people they support.

People receive the right care and support as early as possible. Continuity of care for people is very good. The service provider is successful at retaining most of their staff which means people have access to a familiar team of support workers. People can develop meaningful relationships with their support workers over a long period of time. People's calls are well planned and delivered by familiar staff employed to provide a flexible and responsive service. Call times are consistent and where possible the same staff are allocated. People told us staff arrive on time and stay for the agreed times. People are supported by a staff team who are registered with Social Care Wales, receive close monitoring for Disclosure and Barring Service (DBS) checks and obtain further social care qualifications.

Leadership and Management

There are good arrangements in place for the oversight of the service to ensure the best possible outcomes for people. Regular auditing of service delivery supports good oversight of the standard and reliability of support provided. The Responsible Individual (RI) has a regular presence at the service, they engage well with people, their representatives, staff, and professionals involved. The quality of care is reviewed on a six-monthly basis and a report is produced and demonstrates a good insight of service delivery. Surveys are used to obtain the views of stakeholder, staff and people using the services. We read and heard many expressions of thanks and gratitude from people and their family receiving a service.

The RI and management team arrange activity days to bring people together who use the service, to have opportunities to get to know their management team but also to provide opportunities for social networking. There is an open culture within service delivery, senior management have a good understanding of the daily experiences of people who use the service. People who use the service can have direct access and communication with senior management. There are effectual consultation and collaborative approaches at the service to ensure service development is achieved in co-production and collaboration with people using the service. The management team have implemented robust systems and arrangements to promote the voice and opinions of people using the service. The RI demonstrates a commitment and motivation to ensure service delivery is tailored and led through a person centred and strength-based approach.

Service literature clearly outlines and describes in detail the service being provided. There are many easy-to-read guides and formats for people to read including easy to read service agreements, information about the service and how to raise a complaint.

People are supported by staff who have a good understanding of how to protect people and how to report concerns. There are robust policies and procedures in place for keeping people safe and a good managerial oversight system for analysing patterns and trends.

People are supported by staff that are safely vetted, trained, and well supported in their roles. Support staff receive regular supervision and appraisals relevant to their roles. People can benefit from a service which focuses on well-being within the workforce. The service shows a commitment to the well-being of staff and staff enjoy working for the service. Feedback from staff is positive, particularly around the contribution they can make to the lives of the people they support. Support staff are motivated, they feel valued, well trained and supported by the management team.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
36	Regulation 36.2.e : specialist training	Achieved
16	Regulation 16.1. The personal plan reviews were not undertaken every three months,	Achieved
7	Regulation 7.1 - Supervision not provided in line with SOP	Achieved
73	Regulation 73.3 - RI visits not being undertaken every three months.	Achieved

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