

Report to	Governance and Audit Committee
Date of meeting	31 st January 2024
Lead Member / Officer	Elen Heaton
Head of Service	Ann LLOYD
Report author	Katie Newe
Title	Care Inspectorate Wales Inspection (CIW) Report – Denbighshire Domiciliary Support Service

1. What is the report about?

1.1. The CIW Inspection carried out on Denbighshire Domiciliary Support Service completed on 17th August 2023 (Appendix 1).

2. What is the reason for making this report?

2.1. To provide information regarding the recent CIW Inspection carried out on Denbighshire Domiciliary Support Service.

3. What are the Recommendations?

3.1. That the Committee confirms that it has read, understood and taken account of the contents of the report.

4. Report details

4.1. Denbighshire's Domiciliary Support Service consists of Health and Social Care Workers, Reablement Workers, Complex Case Workers and Care and Support Workers who work in the community and across three Extra Care Housing Facilities in Denbighshire. 57 carers are employed across the services.

Mae'r ddogfen hon ar gael yn Gymraeg. This document is available in Welsh.

4.2. This is the service's first inspection since its re-registration under the Regulation and Inspection of Social Care (Wales) Act 2016 and the first time Denbighshire Extra Care Housing (ECH) has ever been inspected.

4.3. The Inspection took place over two days in August 2023. The inspection consisted of a desktop review, staff and citizen interviews and a site visit to Gorwel Newydd ECH in Rhyl.

4.4. There were no areas of improvement identified. CIW verbal feedback was given to indicate that if a silent rating were applied, all areas would be evaluated as good.

4.5. Summary findings within the CIW report were;

People are happy with the service they receive and praise the standard of care delivered. Efforts are made to involve people in decisions regarding the care and support they receive. Their views are respected, and their care is tailored to their own wishes and preferences. The care provided is flexible to changes in people's needs. Personal plans reflect people's current care needs, how they wish to be supported and these documents are updated when required. People's views are sought as part of the formal reviews of the service provided. The service is well lead and consistently well managed. There are firm arrangements in place to regularly monitor the quality of the service provided and to consider how the service can be improved or further developed. Staff are recruited safely, are well supported by managers, and are provided with relevant training. Staff enjoy working at the service and feel they are valued in their roles.

4.6. Other highlight areas within the report include;

Citizens; *People told us they are happy with the care and support they receive, and their care needs are met. A social care professional told us staff work in partnership with them and health professionals. This facilitates people to overcome obstacles and achieve positive outcomes.*

Staff; *Staff enjoy their work and receive appropriate training to their roles. They also feel well supported by management and feel able to raise any concerns they may have.*

Leadership; *There is good managerial oversight of the service provided, which means people receive a good quality service. Regular monitoring checks are completed by the management and Responsible Individual (RI) to ensure the service delivered is as it should be. People can be assured robust arrangements are in place to consistently monitor the quality of the service provided..... The manager and RI are proactive in finding different ways of working with people and are committed to evolving the service so it can meet the needs of a wider population of people.*

5. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want?

- 5.1. **A healthier and happier, caring Denbighshire**, the service provides care and support to citizens living in their own homes in the community and in ECH, a snapshot for July 2023 shows that the service provided 764hrs of care and support to 39 citizens in ECH and 885hrs of care and support to 49 citizens living in their own homes in the community.
- 5.2. **A better connected Denbighshire**, the service is rolling out access to E vehicles for all mobile workers.
- 5.3. **A Denbighshire of vibrant culture and thriving Welsh language**, the inspection report found that the *'service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service'*.
- 5.4. **A well-run, high performing council**, the inspection report recognises that the service is well led and consistently well managed.

6. What will it cost and how will it affect other services?

- 6.1. The delivery of the service is contained within allocated budgets.

7. What are the main conclusions of the Well-being Impact Assessment?

- 7.1. N/A

8. What consultations have been carried out with Scrutiny and others?

- 8.1. N/A

9. Chief Finance Officer Statement

- 9.1. N/A

10. What risks are there and is there anything we can do to reduce them?

- 10.1. N/A

