



Inspection Report on

Llesiant Delta Wellbeing CONNECT

**Carmarthenshire County Council
3 Eastgate
Llanelli
SA15 3YF**

Date Inspection Completed

10/07/2024

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About Llesiant Delta Wellbeing CONNECT

Type of care provided	Domiciliary Support Service
Registered Provider	Llesiant Delta Wellbeing
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	25/05/2023
Does this service promote Welsh language and culture?	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.

Summary

People receive a high-quality time limited service delivered through a dedicated and passionate Responsible Individual (RI), manager and staff team. The manager is well supported by the RI and between them are the driving force in developing and delivering the multi-disciplinary services provided through Delta Wellbeing. There are a range of quality audit tools and through their presence in the service and Regulation 73 visits, the RI has strong oversight of the service.

Staff speak passionately about the value of working for Delta Wellbeing and their role in supporting people often at difficult times. The dedication, care and compassion shown by care workers are greatly valued by those who receive the service and their representatives.

Well-being

People's individual circumstances and needs are at the core of the service. People and/or their representatives are actively involved in the planning and reviewing of their care. Service delivery plans are detailed and person centred to ensure the care and support provided meets the persons needs and preferences. Delta Wellbeing works collaboratively with the Intermediate Care Multidisciplinary Team (ICMDT) to ensure the person and their needs are at the forefront of the service provided. People and their representatives praise the service and it's highly dedicated staff.

People are protected from the risk of harm and abuse. Care workers understand their responsibilities to protect people from harm. Recruitment and selection procedures are strong. Staff receive regular supervision, an annual appraisal and ongoing support which ensures those working at the service have the right skills and approach to care. There are regularly reviewed policies and procedures in place to support staff in their roles.

The service works pro-actively with health and social care professionals to ensure people remain as healthy as possible. The staff team receive mandatory and specialist training to be able to meet people's individual health needs. People and their representatives greatly value the respect and professionalism shown to them by care workers.

People have their views recognised and listened to. Opinions of the people in receipt of the service and their representatives are sought as part of the Regulation 73 visits conducted by the RI. People's individual needs and preferences around the care and support they receive are respected.

Care and Support

This bespoke service provides people with short term care and support often when they are going through a period of crisis. There is a sector leading ICMDT approach between a range of different professionals including GPs, community nurses, occupational therapists, social workers and physiotherapists. The team work effectively together with the person at the centre of what they do. Through this collaboration, admissions into hospital and other care services can often be prevented. In addition, the service enables people to be discharged from hospital quickly rather than having to wait for their main package of care to be available for them. A member of the ICMDT told us *“we work so well together and the way Delta look for solutions is so refreshing and so good for the patient”*.

Care staff speak passionately about working for Delta Wellbeing and the positive impact on the people they support. Care workers told us *“I enjoy all aspects of my job, but my favourite part is seeing the impact the service has on everyone we visit. It is such a rewarding job”, “I absolutely love it. I love what we do and helping people in need, it’s so rewarding”* and *“working as a responder is a very fulfilling role where I am able to use my knowledge and skills to help the most vulnerable”*.

People and/or their representatives are actively involved in the planning and review of the care and support they receive. Service delivery plans and associated risk assessments are detailed, person centred and provide good information about the needs of the individual to support care workers whilst providing care. Both the service delivery plans and risk assessments are reviewed and updated as necessary during the period of the service being provided.

The importance of the role of Delta Wellbeing to the individuals in receipt of the service and their relatives can not be underestimated. People and their relatives told us of their excellent experiences of the service including *“Delta is an excellent service it had a massively positive impact on our lives at what was a difficult time for us as a family. The carers were absolutely lovely, there is a real community feel. They respected my parents and their home”, “Delta have been a breath of fresh air. They provide excellent care. They treated [X] with absolute dignity and respect, they really are fantastic”, “the carer was beautiful, she helped me wash and dress and prepared meals for me, I can’t fault her”* and *“Delta carers were excellent, they were so caring. They really helped to reassure me; it was such a relief. I don’t know what I would have done without them”*.

Leadership and Management

There is a very positive, creative and solution focused culture in the service. The professional staff are clear about their role, the expected outcomes for people and the impact of their work. A care worker said, *“Working for Delta Wellbeing is a very rewarding job. Every day is different and we support a lot of individuals in crisis. It is very comforting to know you are helping individuals to the best of your ability in their hour of need”*. The RI has excellent oversight of the service with a variety of tools and audit systems available to improve peoples outcomes. The RI completes detailed Regulation 73 visits and Quality of Care reports within the required times. CIW have received copies of the RIs reports which demonstrate they obtain feedback from people and their relatives who are or have used the service and from staff employed by the organisation.

The accessible and highly dedicated manager ensures staff receive the support and training they need to deliver the best possible outcomes for people. A comprehensive mandatory training programme includes Moving and Handling, Health and Safety, First Aid and safeguarding. More specialist training to meet the specific needs of people are discussed in team meetings and training in areas including clinical observations, Dementia Bus and end of life care mean people's varied needs are met.

The manager has an open door policy and the staff team greatly value their availability and guidance. Care workers receive an exemplary six month induction to the service. Supervisions take place quarterly and additional welfare meetings are arranged with staff whenever needed. The overwhelming feedback about the leadership at the service is positive, staff feel valued, are highly motivated and are encouraged to do their best for people. A care worker told us, *“[Manager] is always there to take a phone call or answer any queries that I have. If she doesn't answer a call right away, she will always contact me back. She will always find a solution to solve any issues or queries that I have”*.

There are robust recruitment and selection processes in place. All the required checks and clearances are carried out prior to a staff member commencing employment. The Statement of Purpose accurately reflects the services being provided. CIW receive notifications of reportable situations in a timely manner.

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

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