



Forever Kin Healthcare Ltd



Regus Business Centres, Princess House, Princess Way, Swansea, SA1
3LW



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Date(s) of inspection visit(s):

17/04/2025, 16/04/2025

Service Information:

Operated by:	Forever Kin Healthcare Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Leadership & Management

Good

Summary:

Forever Kin Ltd Domiciliary Support Service is an emerging newly developed service for adults based in the area of West Glamorgan and this was the first inspection of this service. The registered office is based in Swansea city centre. People and their relatives are very happy with the care and support provided at the service. They receive a service that is timely, effective and reliable. The Responsible Individual (RI) is also the manager and has a strong presence within the service and supports staff formally with supervision and informally through ad hoc discussions.

At this inspection we found the service actively promotes independence and people were supported to do the things that matter to them in a person centred way. People's well-being was good and the care and support people receive support them to achieve good well-being outcomes. Leadership and management of the service is good because positive actions of the management and staff team ensure people achieve good outcomes.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they were happy with the support they received from Forever Kin and were supported with making day to day decisions. We also observed people being supported in a kind and genuine way and people told us the staff always treat them with dignity and respect. Records showed that people were enabled to achieve outcomes which they had identified together with their support workers.

People are protected from harm and neglect. Care staff are aware of the procedures to follow if they have concerns about people they support. The provider ensures staff receive training in protecting vulnerable adults and has policies and procedures in place to support this. Staff spoken with have a sound knowledge of their responsibilities and how to report any concerns they have about people they support. Personal plans and risk assessments are in place and mostly reviewed regularly. Families told us they feel their relative is safe in their home. Care workers are recruited safely.

People are supported to develop and sustain positive relationships within their community and with family, friends and important people in their lives as far as possible. Staff facilitate this by respecting these relationships and the importance they hold in people's lives. One person told us about how they were supported to see a family member in another area. The service provider ensures staff receive training in person centred practice to have the necessary skills and access to technology to support this. The service provider makes an effort to promote the use of the Welsh language and cultural needs of people and is working towards a bi-lingual service. The service makes available documentation in the language of people's choice.



People receive the quality of care and support they need to achieve their personal outcomes. They are well supported with personal plans and risk assessments that reflect their needs. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes. We saw that personal plans are thorough and written to a good standard and are developed following discussions with people and their family. Personal plans and risk assessments are accurate and regularly reviewed in consultation with people wherever possible. Referrals for advice and professional help regarding health services are sought as needed.

People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. We saw there are a range of activities supported which are meaningful to people. People told us they enjoy taking part in a variety of activities including bowling, swimming, golf, visiting family and taking the dog for a run. One family member told us *"They have adapted the time of our session to meet our needs."* Another commented *"He is making friends at all the things he does with his worker."*

People feel secure, knowing that staff and volunteers understand and act in accordance with their safeguarding responsibilities. Policies and procedures have been reviewed to make sure they are up to date and they reference the Wales Safeguarding Procedures. Care workers are aware these are in place to guide them and are supported by management. Staff have completed safeguarding training relevant to their roles.

The service has safe procedures for accepting incoming, returning, storing, and administering medication in accordance with national guidelines and the service provider's medication policy. Currently, the service provider does not support any people who require assistance with administering medication.

There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance. Staff demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE and follow correct procedures. The service has sufficient stocks of PPE. Effective oversight and auditing of infection control measures are in place.



Leadership & Management

Good

People can feel confident the service provider has good systems for governance and oversight of the service in place. There are systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the Statement of Purpose and Guide to the Service, which are regularly reviewed. Records show the RI completes a report of the review of care at the service at least twice per year and completes the statutory visits quarterly to meet with people and staff. We saw evidence the RI has oversight of the service, and the service management team conduct a quality assurance system to ensure quality care is delivered.

The service provider has good oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as *“To enhance service delivery, we are investing in digital platforms which facilitate seamless communication and better care coordination.”*

Thorough staff recruitment checks are completed prior to employment commencing. Staff are in the process of registering with Social Care Wales, the workforce regulator. New staff receive an in depth induction including shadowing more experienced staff and this was confirmed by staff we spoke with. Care staff have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable people to achieve their personal outcomes.

There is good support and development for staff with supervision, appraisal and training in place. However, we discussed with the manager the need to ensure training compliance is strengthened. Care staff told us they feel valued and supported by the manager. There are enough staff on duty to safely support and care for people. Records show there is a stable and consistent team in place with a mixture of experienced and new staff available, and this was seen during our inspection. Many of the staff we spoke with describe management as caring and supportive. This was reflected in records we saw and compliments from families.

People receive care from staff who have systems in place for scheduling of domiciliary support visits considering realistic travel times and factors like traffic and parking. Care staff told us they have enough time between calls to enable them to have time for breaks and travel. The RI told us that all staff have contracts in place and records confirmed this. Staff spoken with told us they were happy working with Forever Kin Ltd.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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