



Inspection Report on

I-Care Western Bay

**Pembroke House
Charter Court
Swansea
SA7 9FS**

Date Inspection Completed

26th September 2022

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About I-Care Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	I-Care Dom Care Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	8th March 2021
Does this service provide the Welsh Language active offer?	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

I-Care (Swansea Bay) provide a good standard of care and support to people. People and relatives told us they value the service provided. There are experienced, well trained and managed care workers who work hard to ensure they provide a good quality service. There are robust governance and quality assurance processes in place. The service is led by an experienced and dedicated responsible individual (RI) who has a strong presence. There are detailed and regularly reviewed policies and procedures to guide care workers. Some care workers do not have a current contract of employment that adequately reflects their actual working hours.

Well-being

People receive a good service from I-Care. We received a wide range of feedback from people and relatives, all of which was positive about the standard of care and support provided. Support files indicate people's needs are fully considered including their ability to participate in care planning. We found personal plans are up to date, regularly reviewed and give a good reflection of the current needs of people. Risk assessments are detailed and thorough to ensure people are supported safely. People and relatives told us communication is good with and from the service. The service has introduced a new online electronic support planning system which we were informed is working well.

There are good governance measures and oversight in the service. The responsible individual (RI) is a strong and consistent presence in the running of the service. Quality checks are completed appropriately and according to current guidance and legislation. There are effective quality assurance processes across the service. All care workers told us they have a positive working relationship with their manager's feeling supported and listened too. Care workers stated they receive regular monthly formal supervision and an annual appraisal and a staff file audit completed confirmed this. New care workers receive a well-planned and structured induction. All recruitment processes and staff checks are robust and care staff files evidence this. Some care workers do not currently have a contract of employment that adequately reflects their average working hours. We saw there is good communication across the organisation. Staffing levels reflect people's needs as documented in personal plans and assessments. People and relatives spoken to confirmed that care workers are reliable and the support provided is consistent with care planning. There is regular oversight of service provision including monthly support plan reviews.

People are protected from harm and neglect. All care workers have received updated safeguarding training and those spoken with are aware of their responsibilities and procedures to report any concerns. Policies and procedures to guide care workers are in place which have been reviewed. There are robust infection control procedures in the service.

Care and Support

The provider has an accurate and up to date plan for how care is provided in order to meet needs. Personal plans demonstrate what matters to the person and how best to support them to achieve their identified goals and meet needs. Personal plans are reviewed routinely and documented at monthly intervals. People and, or their representatives are involved and consulted regarding their care and support needs. Appropriate and detailed risk assessments are in place to correspond with personal plans. Recording of support given is detailed and evidences that people's identified needs are regularly monitored and documented. Since the last inspection the service has introduced an online electronic care planning system. The RI told us this is working well. We spoke to seven people and relatives as part of the inspection. A person told us; *"always excellent, they let me know if a carer is stuck in a call"*. Another person told us; *"I am perfectly happy with the care and support provided. They are familiar with my care plan and it has taken a big strain off my family. They are friendly and very accommodating. I have absolutely no concerns or complaints at all"*.

People are supported by experienced and well trained care workers and by managers who are dedicated and committed to ensure the service provided is of a high standard. We spoke to seven care workers who all showed good knowledge of the people they support and their job role. Many have been working in the service for many years. A care worker told us; *"love my job, enjoy the bond I have with people, nice to see people I care for progressing and doing well"*. We looked at staff records which showed good completion of both core and specialist training. Most training is completed online and includes topics such as safeguarding, infection control and medication management. A care worker stated; *"I have been given lots of training and I have just completed my QCF (Qualifications and Credit Framework)"*. A care worker who is also a manual handling trainer provides support and advice to care workers whilst working in the community.

The service promotes hygienic practices and manages the risk of cross infection. Care workers showed good knowledge of the importance of good hygiene. At the time of inspection care workers were completing regular Covid 19 tests as required. We also saw good stocks of personal protective equipment that care workers collect regularly from the office.

Environment

The quality of environment is not a theme that is applicable to a domiciliary support service. However, the service operates from a self-contained secure office with good facilities for staff and some off road parking. Rooms seen are clean and well equipped, with suitable space for record keeping and locked filing cabinets for the storage of confidential information.

Leadership and Management

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw the recent bi-annual quality of care report. The report includes feedback from people and staff in the service. The report indicated what the service is doing well and further improvements for the future. The RI told us it continues to be a challenging period in relation to staff recruitment. The RI is covering for the registered manager who is on maternity leave and due to return over the next few months. Despite this the service continues to operate well and feedback from people, relatives and staff is positive about the quality of service provided. We saw policies and procedures have been reviewed and where necessary updated. The service's Statement of Purpose (SoP) has been reviewed and accurately reflects the service. Care Inspectorate Wales (CIW) are notified as per regulatory requirements of any significant events or changes in the service.

People are supported by a dedicated team of staff who have been recruited safely and are supported in their roles. Many of the care workers have worked in the service for years and are very familiar with the needs of the people being supported. We looked at six staff personnel files and saw appropriate pre-employment and recruitment checks are in place. References and up to date Disclosure and Barring Service (DBS) checks are on file. Since the last inspection the service has provided contracts of employment with hours to certain care workers. However, we noted these do not always equate to the average hours worked per week during the preceding three months. The RI told us this is currently being addressed and plans are in place to start offering appropriate contracts of employment to care workers. While no immediate action is required, this is an area for improvement and we expect the provider to take action. We saw staff receive routine supervision and an annual appraisal. Care workers spoken to are all complimentary of the support they receive from managers. Comments included; *"absolutely fine, everyone is really supportive and helpful"*, also; *"I get along with all of the managers. Regular supervision and feel listened to"*.

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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42	Some staff do not have a current contract of employment that adequately reflects their actual weekly working hours.	New
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