



## Inspection Report on

**I-Care Cwmbran**

**1-3 Victoria House  
Victoria Street  
Cwmbran  
NP44 3JS**

## **Date Inspection Completed**

26/10/2022

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## About I-Care Cwmbran

Type of care provided	Domiciliary Support Service
Registered Provider	I-Care Dom Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection to the agency since it was registered under Regulation and Inspection of Social Care (Wales) Act 2016.
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 Cwmbran provides domiciliary services to people who live in Newport, Torfaen, and Caerphilly under the Gwent Regional partnership board. People told us they are treated with dignity and respect and are satisfied with the service they receive. People like the consistency of familiar care workers providing their care and support. The manager is registered with the workforce regulator, Social Care Wales to carry out the day-to-day operations of the agency.

Care workers are dedicated and receive on-going training to perform their roles. People are safeguarded by the agency's sound recruitment practices and the responsible individual (RI) is a visible presence and has good oversight of the service. In discussions, the RI was transparent about the staff recruitment and retention challenges faced by the agency. We identified some staff do not have a current contract of employment that adequately reflects their actual weekly working hours. People receiving services did not appear to be affected.

## Well-being

People are treated with dignity and respect. We spoke with people who use the service, viewed reviews and questionnaire responses which were all positive about the care and support given. We found people value the service.

People can access the right information about the service, where and when they need it. We saw the agency's key documents which provides information about the service, how to contact the agency office and how to raise a complaint. People told us the office staff are responsive and have satisfactorily dealt with issues. The agency has sufficient systems to manage the operation of the service which ensures people's needs are met in accordance with care plans.

People are supported with their physical, mental and emotional health and wellbeing. We viewed people's personal plans which direct care workers how to meet assessed care and support needs. The information is person centred which outlines individuals likes and preferences. Individuals told us they have relationships with their regular care workers which they value. The agency audits the length of time of calls to ensure people are receiving care and support in accordance with their needs.

People are safe and protected from harm and abuse. The agency uses an electronic call monitoring system to monitor late and missed calls. Care workers are trained to perform their roles and are supported by the organisation's policies. Staff adhere to infection control guidance and there are systems in place to support individuals to manage medication. Staff are trained to support individuals with their medicines. Sound staff recruitment practices further safeguard people who use the service.

## Care and Support

People's care and support needs are being met. We viewed personal plans which provides sufficient detail for care workers to deliver care and support in accordance with people's needs, likes and preferences. People told us care and support is delivered in a dignified and respectful manner. Personal plans are reviewed in line with regulations and people who use the service and their loved ones are involved in the review process. Individual risk assessments are in place to further support individuals.

There are suitable management systems in place to monitor the delivery of people's care packages. This ensures care workers have sufficient time to deliver a person's care package safely. The agency refers care packages back to the commissioners to adjust as necessary. This enables the service to be responsive to an individual's changing needs.

People receive a flexible, consistent and reliable service. The agency is dependable and able to respond flexibly to meet the needs and preferences of people. An electronic management system is responsible for managing late and or missed calls. Senior office staff have stepped in to cover staff absences. People are usually contacted if a care worker is going to be late for a call but this was not always an option. People told us they were confident of care workers turning up to provide care and support. One person said, "*the staff are wonderful, I am happy and there are no issues*". Another person reported, "*I am really happy with my team of carers- flexible if need to be. Never needed to complain*".

The service promotes hygienic practices and manages risks of infection. Policies are in place which consider current infection control and health and safety legislation. Staff are trained to deliver care and support in accordance with policy. Staff can access sufficient personal protection equipment (PPE) stocks and the service provider has arrangements in place to identify generic risks to care workers.

## Environment

This domain is not considered as part of a domiciliary inspection. We visited the agency offices as this was our first visit to the service since registration and found they are suitable for their intended use with secure storage facilities.

## Leadership and Management

The service providers have governance arrangements in place to support the day-to-day operation of the service. Regular audits ensure the smooth running of the agency and the manager is experienced and registered to conduct their role. An on-call management team support the agency to deal with any emergencies. The manager is responsible for carrying out monthly checks of missed, late calls, complaints, compliments, staff training and development.

The service's statement of purpose and supporting policies are routinely reviewed. The RI visits the agency monthly and puts together an action plan to ensure the service is compliant. People's views of the service are considered and used to drive improvement. A six monthly quality of care review of the service has taken place. We found the current systems support the RI's oversight of the service.

The service provider has financial oversight of the agency. The RI was honest in our discussions about the staff recruitment and retention challenges the agency faces. They have exhausted incentives to increase the numbers of care workers. The service providers assess people's care packages to ensure they have the resources to meet them. The agency is unable to take on additional care packages due to staff recruitment.

The service has sound recruitment practices. We viewed personnel files and found sufficient recruitment checks in place to demonstrate care workers fitness to work with people who are vulnerable. All newly appointed staff receive an induction. Part of which is for new recruits to shadow more experienced care workers. Staff complete a probationary period which further safeguards people. We looked at staff contracts and found they did not always reflect the hours an individual works. This is an area of improvement and we ask the service providers to act accordingly.

Care workers are trained and have the necessary skills to undertake their role. The service has a training department which oversees training. Staff are able to access online learning to maintain their skills and knowledge. Care workers performance is routinely monitored to support their development and senior staff conduct spot checks on care workers to ensure their performance meets the expectations of agency. People who use the service form part of the reviews of care workers and we saw positive responses. Staff receive supervision in line with the regulations. The service is working towards all care workers being registered with Social Care Wales.





### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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	The sample of personnel files viewed showed staff contracts did not reflect the hours they worked.	New
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**Date Published 30/11/2022**