



Inspection Report on

Swansea Bay Home Care Services

**Cambrian Complex
Ystrad Road
Swansea
SA5 4HJ**

Date Inspection Completed

24/11/2023

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About Swansea Bay Home Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	Swansea Bay Home Care Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	19 May 2022
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

Swansea Bay Home Care Services Ltd is a domiciliary support service for adults over the age of 18 in the Swansea area. The service is in a ground floor office, based in Fforestfach in Swansea. People receive a good and reliable service in their own homes.

People are happy and content with the service they receive from Swansea Bay Home Care and all those spoken with are very satisfied with the care they receive, the staff who support them and the management who oversee their care packages. From the onset of contact with the service people are involved in the planning of their care and development of their personal plans.

Care workers feel valued and supported in their roles and receive regular supervision and appraisals. All staff complete mandatory training as part of their roles, and most are registered with the Social Care Wales. There is a passionate and well-respected manager in post who is supported by the dedicated responsible individual (RI). Both are visible in the service daily. There are well established good systems in place to oversee the service and a constant drive to improve the service on an ongoing basis.

Well-being

People have a voice and are involved in all aspects of their care. People are involved in the initial assessment process and encouraged to inform their care plan from initial contact with the service. Personal plans are well written and reflect people's likes and dislikes and detail how they would like to be supported. Communication is managed well in the service and people can express their views on the service they receive to inform and drive improvements.

People are treated with dignity and respect. Feedback from people receiving the service was very positive with all saying they felt very comfortable with the care staff supporting them and indicating they were more like family friends than paid care workers. Similarly care workers feel valued and happy in their roles which has a positive impact on how the service is delivered to people. People said, *"they are all very nice people and respect me all the time"*, and *"they always take their time with me, I never feel rushed"*.

People are protected from harm and neglect. Care staff supporting people are recruited safely with good background checks in place to ensure they are of good character to work in the sector. Care workers complete mandatory safeguarding training and have a sound understanding of their role and responsibilities to report any safeguarding concerns. The service has up-to-date policies and procedures in place to ensure the service runs smoothly. There is a monitored electronic call monitoring system in place which detects and minimises the risk of late or missed calls.

People can sometimes receive the service in the language of their choice. There are people at present receiving the service who are Welsh speakers, sometimes they can have care delivered in Welsh, but this is not always possible as there is a shortage of Welsh speaking care workers at present. The provider is aware of this and the ability to speak Welsh is preferred when recruiting new care staff and will continue to be prioritised going forward.

People receive a service with good oversight and an ongoing drive to improve. There is a very dedicated manager and RI who engage with both people and staff routinely to obtain feedback. There are consistently good systems in place to monitor and evaluate the service. People and staff all have nothing but positive praise for the service and how it is managed.

Care and Support

People are encouraged to participate in the production of their care plans and reviews to ensure the service continues to meet their needs. We looked at seven care files and found all contain accurate and up to date information on people's support needs. There is clear detail on how best to support people for care staff to follow. Care workers confirmed that these are easy to understand. We visited and spoke with several people receiving the service and all confirmed their involvement in the planning of their care from the initial assessment. They also confirmed that they are asked their view of the service routinely and if any changes are needed to their care plans. Comments include: *"We have had the care plan changed several times in recent months and they are very prompt to amend it so that it is correct to meet our needs"* and *"They did go through the care plan with me and they've done reviews over the phone and in person here"*.

There are good systems in place supporting people with their health and medication. Continuity of care is important to the service, and we saw this on the staffing rota, where people were visited by a consistent staff team as much as possible. This was also confirmed by people visited: *"We see the same person all the time, they are definitely reliable"*, *"mostly we get the same carers"*, and *"we have regular carers, and some are absolutely fabulous"*. This consistency and familiarity of care staff enables them to take action with any deterioration in health. One person said, *"If I have any issues with my skin, they always check it and let my partner know so we can get the nurses to look at it"*. Medication is managed well. Care workers complete medication training and competency tests prior to assisting people with medication. Medication administration records (MAR) seen in people's homes are completed correctly. These are audited on a regular basis by the management team and double checked by the local authority medication management team. Any medication discrepancies are investigated and reported to the local authority straight away.

There are mechanisms in place to safeguard people receiving the service. The service has an up-to-date safeguarding policy in place. It is mandatory for care workers to undertake safeguarding training to understand their responsibilities in their roles. Those spoken with have good knowledge of this. People told us they feel safe with the care staff supporting them; most spoken with said: *"we feel very safe with them"*. The consistency of staff supporting people also contributes to them feeling safe with a relationship of trust. People told us they feel that they are always treated with dignity and respect and are very happy with the service they receive from Swansea Bay.

Leadership and Management

Consistent systems are in place to support the smooth operation of the service. There is a dedicated and visible manager in post who is supported by a robust management team. This team have designated roles and responsibilities which are effective to maintain the daily running of the service. We saw the electronic call monitoring system in action and how this was monitored effectively throughout the day to minimise the risk of missed or late calls and ensure staff were arriving safely. The service uses spreadsheets to monitor when things become due, this includes personal plan reviews, staff documentation expiry dates, supervision, and appraisal due dates etc. These are colour coded in a traffic light colour to alert in red if things are overdue and amber if they are close to being due. Most of the colours we saw on these forms were green which indicated that most things were up to date. The service has multiple policies and procedures in place that are reviewed and updated routinely. The service's Statement of Purpose (SOP) was also viewed and continues to reflect the service well. All documents are stored in secure filing cabinets in the office premises and electronic records are password protected for security.

There are robust systems in place to safely recruit, support, and train care workers in the service. Four personnel files were viewed and safe recruitment, identity documentation and background checks are in place. Disclosure and Barring Service (DBS) checks are also in place and updated as required. We viewed the training matrix and saw that care staff undertake routine and updated training on a rotational basis, mandatory training includes those mentioned previously and manual handling and first aid. We saw that care staff receive routine supervision and community quality spot checks and annual appraisal. We saw that most care staff are registered with Social Care Wales (SCW), the workforce regulator, or are working towards registration. 100% positive feedback was received from care staff in relation to working in Swansea Bay. Comments included: *"It's a great company to work for and I feel appreciated"*, *"there is always someone available if support is needed"* and *"I thoroughly enjoy working for this company"*.

The provider has good and effective oversight of the service. The RI is visible in the office routinely and together with the manager conducts routine audits and quality assurance processes to ensure the service is operating well and effectively. Improvements needed are identified promptly and actioned. The RI conducts regular meetings with people and staff to address any identified issues. Additional feedback is obtained through questionnaires which are analysed to drive improvements. These were seen at the inspection and analysis from the feedback was very positive. There are good logs in place for any accidents, incidents, and complaints to the service, we saw these are investigated thoroughly and the outcomes recorded.

Routine audits are carried out by the management team including daily recording by care staff, medication charts and more. We saw the recent quality of care review and found that these are being completed annually not bi-annually as required by the regulations. However, the RI assured us that going forward this will be completed at the required intervals, this will be followed up at the next inspection.

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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