



Inspection Report on

Simply Safe Care Group (Western Bay)

**Unit 2
Hendy Industrial Estate
Swansea
SA4 0XP**

Date Inspection Completed

28/09/2023

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About Simply Safe Care Group (Western Bay)

Type of care provided	Domiciliary Support Service
Registered Provider	Simply Safe Care Group Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	13 March 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

This was a focused inspection and on this occasion we did not consider care and support in detail.

Although staff told us they are up to date with their required training, we cannot be certain that care staff receive the appropriate training or if they are up to date with their training as these records were not available. This was an Area for improvement at the previous inspection and as progress has not been made, we will review it at the next inspection.

The provider does not have a robust system in place to recruit care staff and we found inconsistencies in personnel files. This was a Priority Action Notice at the previous inspection and these matters have not improved.

Well-being

We cannot be certain that people are protected from harm as the provider does not have a robust recruitment system in place. Furthermore we cannot be sure that care staff are receiving the necessary mandatory training required to undertake their role.

Care and Support

Leadership and Management

During the last inspection we found that staff personnel files were incomplete and the provider did not have a robust system in place when recruiting staff. As a result a Priority Action Notice was issued.

At this inspection we have not found any improvements and there are continued inconsistencies when recruiting care staff. The provider has not always obtained the required references for each staff member prior to commencement. Some care staff did not have a completed application form and we found gaps in employment history on some application forms. We also found some files without the required ID. As this remains an area of concern we will consider further action through our securing improvement processes.

Care staff told us they receive training and are up to date with their training however the Responsible Individual has not been able to provide details of staff training, therefore we cannot be certain that care staff are suitably trained to undertake their role. This will remain an area for improvement and will be reviewed 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
35	The service has employed staff without consistently obtaining full and satisfactory information and documentation in respect of the matters set out within Schedule 1 of the Regulations.	Not Achieved

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
36	We cannot confirm that the provider ensures that all staff receive ongoing appropriate core and specialist training and that they are up to date to reflect current practice as the provider was unable to evidence this	Not Achieved

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