



Inspection Report on

Cwtch Care Ltd

**2nd Floor Dyffryn House (south),
Dyffryn Business Park
Llandow
Cowbridge
CF71 7PY**

Date Inspection Completed

30/05/2024

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About Cwtch Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Cwtch Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	21 March 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Cwtch Care provides care and support to people in their own home, some of whom have specialist health care needs. The service excels in supporting people's ongoing health that needs monitoring, with people stating, "*I could not live at home without this service.*" Documentation to support people's care is good, with evidence of referrals to external professionals to get the right equipment and support. People like that they have the same named care workers who are punctual and reliable.

An experienced and knowledgeable manager ensures the service is run smoothly. They carefully and safely recruit care workers who are supported and trained to meet people's needs. Systems support the daily operation of the service. The manager sets the example with a strong determination to support people and do whatever it takes to "*Make them happy.*" Care workers are motivated and are described by people as "*Friendly,*" and "*Kind.*"

The provider is a small, family run service and has governance arrangements in place. A responsible individual (RI) considers all aspects of the service to help identify where the service can develop and continually improve. They monitor the quality of care and report on this.

Well-being

People can access information, so they understand what care and support opportunities are available to them. The provider has documentation available for people to tell them what to expect from the service. These documents can be made available in Welsh if required. The expertise within the management and knowledge of care workers ensures that people are confident in the guidance and advice they provide. Communication is very good with one person telling us, *"It is a small, local care service that offers consistency of named carer and very direct lines of communication. Small is good in this instance."* The manager/ RI is available to support care workers with their nursing knowledge, helping to further support people when required.

The provider listens to people so the right care and support is delivered at the right time. The service understands what is important to people through assessment. This is recorded in the personal plan which informs care workers. The manager is in regular contact with people or their relatives and consults them about the care delivered so that improvements can be made if needed. Daily records show that the service routinely delivers care to meet people's preferences. People tell us the service is reliable and one person said, they are *"Always on time with visits, helpful and caring."* Due to continuity, care workers know people well and can see changes in people that need to be escalated in order to get the right support. Some people have specialist health care needs, such as diabetes, which are well supported by the service through training and monitoring.

People are safe and protected from abuse. The service recruits care workers who are fit to work in the role. Care workers receive robust training, including 'Moving and Handling' and 'Safeguarding.' Care workers know when and how to escalate concerns and people have information on how to complain. Risk assessments are in place to consider how people can be safely supported. The manager/RI, as part of the care team, has opportunity to observe and review care practices to ensure they are safe. People told us, *"I feel cared for and safe in my own home."*

The provider supports people to be happy and do the things that make them happy. The manager/RI leads by example, supporting people in a very personalised way. People achieve their main outcome of wanting to live in their own home, but the provider also helps people to maintain as much independence as possible, while doing things they like. Care workers often go above and beyond to support people, assisting them with tasks that helps enrich their lives.

Care and Support

People receive a consistent, reliable service. Good communication systems and call monitoring ensures people get their care delivered at the right time, by care workers who are familiar to them. Most people told us they would rate the service as “*Excellent*,” with many stating “*They’re always on time*,” and “*Reliable*.” People like their care workers who are described as “*Friendly*,” “*Cheerful*,” and “*Compassionate*.” The manager plans the care visits, checking documentation and people’s feedback so they know everything is running smoothly.

The provider has clear documentation to support care delivery. The service ensures they consult with people to understand what they would like from the service, and how they would like their care delivered. This is recorded in the personal plan, which is detailed and individualised. Records show how the person is supported, especially with applications to external health support services, such as ‘Occupational Therapists.’ Daily records are clear and always note how the person is at the time of the visit, which is important, especially for people who have mental health needs. Exceptionally well documented medication administration records are in place alongside recording of blood sugar levels if this is required. Personal plans are regularly reviewed with people to make sure information is current, but the manager is considering how this can be developed further to reflect on people’s desired outcomes, and if these are being met.

People receive exceptional support with their physical and mental health needs. Care workers let the management know if there are issues with a person, for example, loss of appetite. The manager, as a qualified nurse, is always available to guide and support care worker so the right action can be taken to get prompt treatment. The service is highly successful in understanding people’s health needs and supporting them with this. Care and support is delivered with extreme sensitivity, ensuring the person and their environment is safe. Care workers and managers go above and beyond to support people, doing the little things that make a big difference. These things are not part of commissioned care plans. We were told of examples where people had been supported to carry out their baking activity as this was important to them; and one person told us how care workers have “*Picked up the odd grocery/ prescription if I was in desperate need*.”

Leadership and Management

Clear arrangements are in place for the oversight of the service. The manager is present at the service daily. They are also the responsible individual (RI) for the service, checking that the care delivered is of good quality. Reports are produced that consider all aspects of the service to make a judgement about the quality of care, but these need to be more frequent. The RI is addressing this. The RI is supported by other directors who have responsibility for some aspects of the service, such as training. Policies and documents, including a 'statement of purpose' to tell people what to expect from the service, are available, and the service is run in accordance with these. The provider is realistic about the service it can provide, and though they would like to grow, they carefully consider the resources available.

The service is run smoothly. Systems are in place so that the daily operation of the service is well managed, with routine tasks completed. This works well as it is a smaller service, with a vast amount of knowledge held by the manager/RI. The manager and coordinators form part of the care team when required, having opportunities to constantly monitor the quality of service delivered, speaking to people and care workers to drive improvement. They are highly responsive and address issues immediately, securing the right support for people, often through referrals to external organisations.

Recruitment and support of care workers is very good. The service carries out pre-employment checks to ensure care workers are fit to work with people in a vulnerable situation. Personnel files contain all relevant documentation. The manager recognises the support some care workers need due to their circumstances and provides this where possible. Care workers are offered a contract of employment that is kept under review. Care workers receive one to one supervision meetings with their line manager to record progress, but managers are available at any time to support. One care worker told us "*The management are brilliant, always there to help.*"

Care workers are knowledgeable and registered with the workforce regulator. Excellent training and development opportunities are provided for all care workers, with encouragement to undertake a qualification in care. Specialist training to support people's needs is provided, such as blood sugar monitoring, which is overseen by the manager who is a qualified nurse. Face to face training for 'Moving and Handling' is provided by the service's trainer. All care workers are registered with Social Care Wales. People told us that care workers are "*Informative,*" and "*Competent.*"

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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N/A	No non-compliance of this type was identified at this inspection	N/A
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