



Inspection Report on

Western Welsh Community Care Limited

**Bridgend House
Bridgend Square
Haverfordwest
SA61 2ND**

Date Inspection Completed

10/04/2024

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About Western Welsh Community Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	WESTERN WELSH COMMUNITY CARE LIMITED
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	28 February 2023
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

People and their representatives are happy with the care and support they receive, which enables them to live as independently as possible in their own homes. A small and consistent staff team take time to get to know people and develop positive relationships with each other. People and their representatives are fully involved in decisions about their care and support.

The Responsible individual (RI) is also the manager of the service. They are described as accessible and supportive by people who use and work at the service. The RI/Manager has good oversight of the service. They complete six-monthly quality of care reviews and intend to formalise their RI visit reports.

Well-being

People's individual circumstances are considered and they receive effective person centred care and support. People remain as healthy as possible because the RI/Manager involves health and social care professionals in personal plans. People and their representatives are fully involved in developing and reviewing their personal plans, which focus on supporting people to remain as independent as possible. People get the right care and support as early as possible because they discuss their future needs with the manager, which means they can remain in the service for as long as possible.

People are respected by their care workers and told us they have friendly and trusting relationships with each other. An individual said, *"They (care workers) are all different and very good. I have no complaints at all"*. Representatives describe a professional and caring staff team, one said, *"they are very skilled and gentle"*. The service does not have an 'Active Offer' of the Welsh language.

People are protected from harm because the service has safe recruitment processes. Staff training ensures people get the right support to meet their needs. Care workers receive an effective induction and register with Social Care Wales. People are protected from abuse and neglect because care workers are fully aware of their responsibilities to raise concerns.

People have a voice and input into the service because they know the RI well and regularly discuss the quality of care with them. Information from audits and surveys is used to inform the service's six-monthly Quality of Care Review.

Care and Support

People are very happy with the care and support they receive, which enables them to live as independently as possible in their own homes. Representatives describe care workers as professional, sensitive and caring, one told us *“The carers are totally respectful and they are always so nice”*. A consistent and friendly team of care workers are guided by individualised personal plans. Care workers build up positive relationships with people and one said, *“The people we support are lovely, so sweet and it makes the job fun”*. People told us they usually have the same care workers but understand the challenges and are informed when planned care changes.

People and their representatives are fully involved in developing and reviewing their own detailed personal plans. The service responds promptly to any changes in people’s needs and personal plans are quickly amended to reflect the new requirements. Care workers and external professionals are also involved in planning to help ensure information is accurate, effective and up to date.

There is a small team of dedicated and highly skilled care workers available to meet people’s needs. Care workers encourage independence, by giving people sufficient time and space to do as much as possible for themselves. The service is proactive in its approach to meeting individual’s needs. People and their representatives told us that the manager is able to adapt the service they receive to accommodate their changing needs. Many of the care workers have been at the service for years and people told us about the faith and trust they have in them.

The provider has an up-to-date Statement of Purpose and Service User Guide, which are available for people and/or their representatives. There are policies in place to guide staff and procedures to promote safe practice.

Leadership and Management

The RI/Manager has sufficient arrangements in place for monitoring, reviewing and improving the service. The RI/Manager regularly works with people and discusses the quality of the service with them, their representatives and care workers. The RI/Manager told us they intend to improve their future visit reports to capture these discussions. The six-monthly Quality of Care Review uses feedback from the people who are involved in the service and information from internal audits.

The RI/Manager has a hands-on approach and is well supported by an office-based administration team. People and their representatives have confidence in the RI/Manager and describe her as easy to talk to and helpful. A representative told us *"We can always rely on her (RI/Manager)"*. Care workers told us the RI/Manager is accessible, understanding and supportive, one told us, *"[RI/Manager] is really easy to talk to, supportive and will sort things out"*. Systems are in place to ensure documentation is up to date, accurate and helpful to staff. A care worker said, *"Care plans are up to date and tell you what you need to know, they make life easier"*.

The service allocates sufficient time and numbers of workers to complete all care in line with each persons assessed needs. Adequate travel time is allocated between each visit and the administration team monitor this to ensure rotas are functioning well.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring (DBS) checks. New staff receive a thorough induction and work with experienced support workers before they work independently. Mandatory and person specific training supports care workers to meet people's needs. Care workers register with Social Care Wales and gain skills through professional qualifications.

Care workers receive regular one-to-one supervisions to discuss anything they feel necessary and an annual appraisal, to plan their own professional development. The RI/manager completes unannounced quality checks with support workers, while they work to ensure standards are consistently achieved. Discussions with care workers, demonstrate a good understanding and confidence around reporting positive practice, concerns and any safeguarding issues.

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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Date Published 01/05/2024