



Inspection Report on

Domcare@fieldbay Ltd

**Fieldbay (2019) Ltd
Chestnut House Tawe Business Village
Swansea
SA7 9LA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

18/04/2024

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About Domcare@fieldbay ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Domcare@fieldbay limited
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	03 November 2022
Does this service promote Welsh language and culture?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Fieldbay Domiciliary Support Service provides a good standard of care and support to people. We spoke to a wide range of people to gain feedback including people supported, care workers, the deputy manager and the Responsible Individual (RI). We found robust and thorough support planning processes and documentation across the service. The provider ensures people are fully involved and participate in decisions regarding their care and support needs. We saw support provided is person centred and outcome focused. There are robust and clear governance and quality assurance processes across the service. The RI and manager take an active role and are present and directive in the service. Care workers access a wide range of both core and specialist training. Care workers told us managers are very supportive. There are robust staff vetting and compliance checks in place. There are detailed policies and procedures in place to guide staff and the Statement of Purpose (SoP) is reflective of the service provided.

Well-being

People contribute to decisions that affect them and participation, choice and inclusion is actively promoted and upheld by the provider. We saw a good standard of documentation across the service. This includes people's personal plans, risk assessments, health information, reviews and record keeping. The provider has recently introduced a new online electronic care planning system which is reportedly working well. People gave us consistently positive feedback about the standard of care and support provided. We saw strong evidence of people's participation in a wide range of activities including community access.

People are protected from abuse and neglect as care workers know what to look out for and how to raise concerns if they suspect someone's wellbeing is at risk. Care workers receive regular and updated training in safeguarding and have access to clear and detailed policies and procedures to guide them. There are very robust risk management assessments and plans in place to keep people safe and promote independence as far as possible. Care workers receive training in relation to infection control and there are good supplies of personal protective equipment (PPE).

The service is well run and managed. There is clear oversight from the RI and manager. Since the last inspection the provider has introduced new house lead roles to further strengthen and enhance governance and oversight. Quality checks are completed appropriately and according to current guidance and legislation. The latest quality of care review report completed by the RI contains detailed and thorough information regarding feedback from people, relatives, quality audits and safeguarding. All care workers told us they have a positive working relationship with their managers, feeling supported and listened too. We saw RI checks are completed, senior management meetings are taking place regularly and staff meetings are planned and documented. Staffing levels reflect people's needs as documented in care plans and assessments.

There are experienced, knowledgeable and well-trained care workers working in the service. We saw staff information evidencing compliance with regulation in respect of required checks. Care workers receive a good range of core and specialist training to ensure they can carry out their work roles effectively and to a high standard. Care workers receive regular planned supervision and appraisals. Care workers gave consistently positive feedback about the support and training they receive. The service is further complimented by support from different internal professionals such as occupational therapists and physiotherapists.

Care and Support

People are provided with a good standard of care and support. We visited two supported living settings and spoke to people, house leads, support workers and the RI. Feedback received is overwhelmingly positive about the quality of care and support provided across the service. One person told us; *“Staff are very outgoing, good interpersonal skills. I can have my room how I want it. My care is very individualised.”* Another person stated; *“Staff here are constantly supporting me and encouraging me. I truly love living here.”* All people spoken to told us they are happy living in their home and are supported to maintain and enhance their independence. People also told us their choices are valued and they are routinely involved and consulted about their care and support needs.

The service has an accurate, up to date support plan which is regularly reviewed and is complimented by detailed and thorough health assessments, risk assessments and good record keeping. The provider has recently introduced a new online electronic care planning system which the RI told us is working well. We reviewed care files and found good evidence of person centred planning, participation and inclusion. We saw, where appropriate, people are fully involved and consulted in relation to support planning and choice. Review records are completed with people on a monthly basis. These include information regarding what matters to people and choice regarding a wide range of areas including community access. Where we saw people’s ability to be fully involved is compromised we saw consideration of best interest planning and the Mental Capacity Act (2005) principles are followed. An activity coordinator has recently left work in one service. We received positive feedback from people and care workers about this role and impact on the service. All felt this is an important and key role in the service which included organising and supporting community events, craft and art workshops etc. The RI told us this post will be actively recruited for and a replacement sought.

People are safe and risks to their health and wellbeing minimised as far as possible. All care workers spoken to told us that they had received safeguarding training and this is updated annually. We saw information and reporting details regarding safeguarding and whistleblowing are held in each of the supported living settings. We spoke to care workers who demonstrated they have good knowledge regarding the importance of safeguarding and their responsibilities. We saw robust infection control measures are in place along with good stocks of personal protective equipment (PPE).

Leadership and Management

There are robust and thorough governance and quality assurance arrangements in the service. The RI and manager have a strong presence in the operation and running of the

service. The RI completes three monthly checks of the service provision and six-monthly detailed quality of care reports in accordance with legislation. The most recent three monthly checks completed by the RI include discussions with; people using the service, care workers, managers and information regarding compliments, complaints, safeguarding issues etc. The RI completes regular visits to each supported living setting and there are detailed reports to evidence this. At the last inspection we found there were several vacant deputy manager posts and care workers told us there was some confusion about whether they would be filled. This has now been resolved and new house lead posts have been created to replace the vacant deputy manager roles.

The provider ensures care workers are suitably fit and have the required knowledge, skills, competency and qualifications to provide a good standard of care and support. We viewed an overall staff training plan and saw nearly all training for care workers is current and in date. We spoke directly with four care workers who all confirmed their training is current and covers a broad range of core and specialist areas. The RI told us since the last inspection a new training online system has been introduced to enable better auditing and scrutiny of staff training compliance. The service is further complimented by having access to internal professionals such as occupational therapy, physiotherapy and nurses. We looked at three staff files and all recruitment documentation is in place including Disclosure and Barring (DBS – criminal record checks) checks, which are all current. Nearly all care workers are registered with Social Care Wales (SCW). We saw care workers receive documented supervision and appraisals in line with legislation. Care workers gave us consistently positive feedback about the support they receive. A care worker told us; *“managers are really good, they are good and will listen. Good on-call arrangements in place.”* Another care worker stated, *“I can speak to managers when I need to. Yes – regular supervision. On-call is good here and no issues. Regular staff meetings here and we will all speak our minds”*. There are detailed and thorough policies and procedures that are in date and updated as necessary. These can be provided in the Welsh language as appropriate. We read the latest Statement of Purpose (SoP) which is an accurate reflection of the service provided.

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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