



Inspection Report on

Domcare@Fieldbay Limited

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

Date Inspection Completed

19/04/2024

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About Domcare@Fieldbay Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Domcare@fieldbay limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	24 November 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

People receive care and support from support staff teams who encourage and facilitate people to achieve their self-directed outcomes. In-house health and social care professionals enhance commissioned care packages. People are consulted with about their goals and support needs. Personal plans are comprehensive and reviewed regularly.

Robust quality assurance processes are in place at the service. The Responsible Individual (RI) and staff all share the same ethos of giving the best possible service to the people they support. Staff are fully compliant with face to face and online training, with additional training organised as the need arises. Supervisions are completed regularly and there is an open culture of raising any issues with line management. Up to date, comprehensive policies and procedures underpin the work of the support staff and management.

Well-being

People voice their opinions, their wishes and their goals, which is valued by the service. Personal plans and risk assessments are detailed and make regular reference to people's goals and desired outcomes in different areas of their lives. People are involved in timely reviews of the care they receive. People are included in some appropriate aspects of the running of the service, such as sitting on recruitment panels. There is an open and transparent culture in the service for both staff and people who are supported to raise any issues. A complaints policy is available should it be needed.

Depending on their goals and aspirations, support staff facilitate and support people to work on a variety of independent living skills such as budgeting, maximising income, domestic tasks, and maintaining volunteer and paid work. People live in their own flats/rooms, with communal areas in all the supported living schemes for socialising. The service provider employs an activities co-ordinator, who organises and facilitates events in the different schemes which are open to all, encouraging people who live in different places to spend time together. There is also an employee who supports people to maximise their income, and maintain their tenancies, who can also make plans for people to save money towards trips or activities they want to do. Links with voluntary organisations are also set up for work placements.

People are safeguarded from potential harm and abuse. Risk assessments and care plans identify potential triggers for risky or distress related behaviour, including the type of intervention required from support workers and the threshold for intervening. Support workers have completed safeguarding training and there is a safeguarding policy at the service that can be referred to for guidance if needed.

Care and Support

Feedback about care and support at the two supported living schemes we visited as part of our inspection was very positive. People told us: *“I would say this is a very good place to live, the staff are very good to me”*,

“I like living here, the people are very helpful and show me how to do things for myself”,

“I have my own flat which I love and I also like spending time with people here and from the other houses. There is a lot to do if you want to do it”.

There is detailed information available about the care and support people need to achieve their personal outcomes and minimise risk to their safety or independence. The service has implemented an electronic care management system, which enables staff to enter information about a person throughout the day, and easily review information from previous dates if needed. The RI can search the system for specific information, or for a general overview of the care and support being provided. Personal plans are detailed and person-centred. Risk assessments are comprehensive and reviewed regularly as part of reviews of people’s care and support plans, and all documentation is amended quickly to reflect changes in people’s care and support needs. People have the opportunity to contribute to their care plans and reviews and make choices about their care and support.

People are supported to be as healthy as they can be. The service offers an in-house multidisciplinary team, such as a physiotherapist, occupational therapist and speech and language therapist. They can assess, review and provide guidance and supplementary care plans in addition to their commissioned support packages. Support staff escort people to hospital and GP appointments, if required. Medication is stored and administered by support staff, and records are completed accurately. Medication audits are completed in all supported living schemes and follow up investigations are completed if there are any errors or issues.

Leadership and Management

People are supported by a well run, and cohesive team. Feedback of experiences working for the provider are positive. Staff members told us, *“They really encourage staff to develop here, and promote them”*,

“I would definitely recommend it as a place to work, my [relative] started working here after I did because it’s so good”,

“Our house leader has such a positive influence on the staff here, it’s run really well”.

All staff are recruited safely and vetted and thoroughly trained prior to starting in their roles. We looked at a sample of staff personnel files, all of which contained the required recruitment information, and all staff are working with a current disclosure and barring (DBS) check. The induction process is structured and thorough, and line managers meet with new starters regularly during their probationary period. All staff complete both mandatory training and specialist training relevant to the needs of the people they support. Nearly all support workers are registered with Social Care Wales (SCW), and some of the support workers we spoke to told us they were being supported by the service provider to progress through their QCF (vocational qualification) levels. Supervision sessions, which are one to one sessions held between worker and line manager to discuss performance, are held regularly. We saw evidence that performance issues are managed according to a formal process and plans are put in place with the worker for improvement.

There are robust quality assurance processes in place and the RI has good oversight of the all the supported living schemes. They visit each of them regularly, building relationships with support workers and people living in the schemes and becoming familiar with people’s needs and any challenges for them or the staff. The RI completes quarterly quality monitoring reports, which includes feedback from people receiving support, staff and other stakeholders. A bi-annual quality of care report analyses events at the service and identifies what is going well and what needs to be improved. Actions plans are implemented promptly to improve the service where needed.

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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