



## Inspection Report on

**Crwban Care and Support Ltd**

**25 Park Street  
Pontypridd  
CF37 1SN**

## **Date Inspection Completed**

25/07/2024

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## About Crwban Care and Support Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Crwban Care and Support Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	16.2.2023
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

People who use the service, and their relatives, are extremely satisfied with the standard of care and support provided. The service is provided within supported living accommodation. People are involved in creating their high-quality personal plans, and these are updated regularly and when any changes in care needs occur. They have fantastic opportunities to take part in a range of meaningful activities and community events. Care workers enjoy their work, they feel valued and are exceptionally well supported by management. Good quality training is provided, and continuous learning and development is facilitated and promoted. Care workers treat people with great respect, and they are aware of their responsibility to protect people from harm. There are exceptionally effective measures in place by the Responsible Individual (RI) to consistently monitor the quality of the service provided. People have regular opportunities to share their views about the service they receive, and they feel listened to.

## Well-being

People are treated with dignity and respect. Care workers motivate people to be ambitious and to lead an independent lifestyle as far as possible. Their caring, sensitive approach helps people develop at their own pace, so they successfully achieve and maintain their goals. Care workers are highly trained which enables them to effectively meet the needs of the people they support and have positive relationships with them. Feedback from people and their representatives is extremely positive. Care workers are confident and enthusiastic about their roles and enjoy working for the service.

People are supported to be as healthy as they can be. Information regarding how their physical and emotional health, well-being and behavioural support needs are met are contained within their care files. Individuals have access to community-based health and social care services. Care workers encourage individuals to lead a healthy lifestyle and support them to attend personal appointments. Strong medication management systems ensure medication is safely administered. We saw appointments are recorded and any contact made with healthcare professionals is documented. Highly motivated care workers know the people they support well and recognise changes in their presentation and report appropriately.

People have choice and control as far as practically possible. People or their advocates are fully involved in care planning and the review process. Their personal preferences are detailed in personal plans of care. This ensures people receive person-centred care and support. Care staff encourage people to be as independent as possible and support them to develop skills to further their independence. People have their own personal routines and engage in activities of their choice within the service and the community. The RI engages with people using the service and seeks their views as part of quality assurance processes.

As far as possible, people are protected from harm and abuse. High quality risk assessments and management plans help reduce the risks to people's health and safety. There is a safeguarding policy and care workers receive relevant training. Care workers told us they are aware of their safeguarding responsibilities and the process for raising concerns. Care workers receive regular supervision where they can discuss any issues with their manager. Other policies and procedures such as medication, whistleblowing and positive behaviour support are relevant, kept under review and support safe practice.

## Care and Support

People benefit from an excellent standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. The service's pre-admission process and documentation considers individuals' compatibility and the potential impact upon others receiving support. We looked at people's electronic care files and saw they provide pro-active and up to date clear information on the individual's needs. If an individual has a complex need or health condition, specific training is provided to the care workers who support them. Personal plans are developed in conjunction with the person or their representative. They highlight people's outcomes and provide care workers with clear instructions regarding care delivery. Robust risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe. A social worker told us "*They work in a very person-centred manner and are always exploring new opportunities for my client. I am very satisfied with the care, support and communication provided by Crwban*".

A high level of support is available for people with medication needs. Should someone require support with medication, a very strong support plan and risk assessment is implemented setting out the details of the person's medication regime. We saw there is a medication policy which is aligned with best practice guidance. Care workers receive medication training and are subject to regular spot checks where their competency for administering medication is assessed. Routine medication audits are undertaken to ensure any discrepancies are identified and actioned.

Strong arrangements are in place to protect people from harm and abuse. A comprehensive safeguarding policy is in place, which follows the Wales Safeguarding Procedures. Care workers understand the policy and have completed safeguarding training. They are aware of their responsibilities to report any concerns they may have regarding the people they support. Care workers confirm they feel able to raise any concerns with the RI and manager, and they are confident they would be listened to.

People are supported to be as independent as they can be and can participate in activities they enjoy. People have weekly planners which set out their individual daily routines. Activities include domestic tasks as well as leisure pursuits. People are encouraged and supported to use public transport. People's activities vary according to their interests and abilities. One individual told us "*You can't get better than Crwban*".

## Leadership and Management

There is a strong, dedicated, and supportive management team with excellent governance arrangements in place to ensure a high-quality service is delivered. The service has strong values ensuring people get a high-quality service from a professional, caring team of staff. The RI is very accessible, supportive and participates in the daily running of the service. The manager is enthusiastic and has an exceptional working relationship with care workers. Care workers feel valued in their roles and were complimentary of the management. Care workers say they feel valued and supported and find the management approachable. Regular staff meetings take place, which supports good communication. A care worker told us *“I think Crwban is one of the best companies for supported living and allows individuals to be as independent as possible whilst being supported to live their best possible lives”*.

An excellent recruitment process ensures care workers have the skills and attributes required for working in the care sector. We examined a selection of electronic personnel files and found all the necessary pre-employment checks have been completed. After being offered a post at the service, care workers are required to complete a structured induction which is aligned with the All-Wales Induction Framework. Care workers are also required to work a six-month probationary period where their competence within their role is assessed. Shadowing opportunities are provided where care workers get to work alongside experienced members of the team.

Care workers have access to an extensive ongoing programme of training which is tailored to the needs of the people they support. The service is fully compliant with its training requirements. Care workers say they are happy with the training available. They speak positively about the regular formal and informal supervision support they receive from the management team. A care worker said, *“The management team has been incredibly supportive, fostering a collaborative and inclusive work environment”*. There are robust up to date company policies and procedures in safeguarding, whistleblowing, infection control and medication. Staff receive regular supervision and appraisals. A care worker said, *“The support we get from the management is superb, the management makes sure all staff are working in line with professional ethics and rules”*.

There are systems and processes in place to monitor, review and improve the quality of care and support provided. We saw evidence the manager and RI have good oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place. The RI produces a quality of care report on a six monthly basis. The service also offers various formal and informal opportunities for people and their representatives to ask questions and give feedback.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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