



# Inspection Report on

**Swansea Bay Home Care Services**

**Cambrian Complex  
Ystrad Road  
Swansea  
SA5 4HJ**

**Date Inspection Completed**

19 May 2022

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## About Swansea Bay Home Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	Swansea Bay Home Care Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes. 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

Swansea Bay Homecare is a domiciliary support service for adults over the age of 18 in the Western Bay area, which consists of the counties of Swansea and Neath Port Talbot. People receive a good and reliable service from Swansea Bay and feedback from people receiving the service, their relatives and staff was all excellent. Personal plans give good information about people and their care needs. Care workers are committed to delivering high quality care to people and are happy in their roles and feel valued. Regular training and supervision is provided to them and they feel competent in their roles. There is a dedicated management team and responsible individual (RI) in place who are visible in the office on a day-to-day basis. This management team are approachable and have good procedures in place to monitor the quality of the service and drive improvements through open communication with people.

## Well-being

People have a voice and are involved in developing the content of their personal plans. The service completes personal plans in consultation with people and/or their representatives, and people sign to say they are happy and agree with the content. Reviews of these plans are carried out as required or when things change, and the provider is working on a system to ensure this is actioned quarterly. People are very complimentary of the service and its reliability, words used to describe the standard of care and support included “*excellent*,” “*exemplary*” and “*superb*.”

People are protected from the risk of harm and abuse. Care workers are up to date with safeguarding training and aware of their responsibilities to report and the procedures to follow if they have any concerns. The service adheres to the government Covid -19 guidance and there are measures in place to minimise the risks associated with infectious diseases. There are adequate supplies of personal protective equipment (PPE). There are policies in place for safeguarding and infection control which have been reviewed and the RI is currently updating the safeguarding policy to reflect the Wales safeguarding procedures.

People have access to accurate information about the service. The service is well established with numerous quality assurance systems and audits in place. People and staff are encouraged to provide feedback on the service to drive improvements. The statement of purpose (SOP) and service user guide are updated routinely and accurately reflect the service that is provided.

There is good oversight of the service. The responsible individual (RI) is visible in the service daily and there is a well-established manager and senior team in post. There are numerous audit systems in place to maintain administration and care delivery in the service. Quarterly reports are completed by the RI and quality of care reports are completed in the required timescales.

## Care and Support

People are provided with the quality of care and support they need through a service designed in consultation with them. We looked at five care files and found that the personal plans in place give a good oversight of the person's history, their current situation, and their care needs. We found that this information is up to date and reviews take place to ensure the information included is current. However, these reviews are not always carried out quarterly. The service is implementing a system to ensure formal reviews are logged on a quarterly basis whether changes are required or not. The service has good lines of communication with people and their families to ensure that any updates to the personal plan are carried out as and when required. People sign care documentation to agree with its contents whenever possible. Professional feedback in relation to personal plan documentation was complimentary and included: *"They are very good at putting things correctly into the care plan especially how they deliver the service in a person-centred way"* and *"I find that they are one of the best care agencies I've ever worked with."*

There are mechanisms in place to safeguard people receiving the service. We saw that care workers have received updated safeguarding training and there is a policy in place, however this needs updating to reflect the Wales safeguarding procedures. We were told during the inspection feedback meeting that this is in progress. Care workers know the actions to take if they have any concerns about people they support. People are supported by consistent care workers who know them well and feel that they could talk to them if they had any concerns. Missed calls are very rare and people can rely on the service. We were told *"They are very reliable"*, *"I cannot say enough about this service they are fantastic, they are superb"* and *"They really make a huge difference to my life"*.

The service has safe systems in place for medication management and respond promptly to any deterioration in people's health. Care workers complete training and competency tests prior to assisting with medication which minimises the risk of any errors. Medication administration records (MAR) are audited by the senior care team. The rare occasions of discrepancies are investigated and reported to the local authority promptly. People receive a service from a consistent care team who know them well and are able to recognise any changes in their health and seek medical support quickly. People told us; *"There is good continuity of care,"* and *"they know us so well and we know them, they're like part of the family."*

The service promotes hygienic practices and manages risk of infection. We saw an abundance of stock of personal protective equipment (PPE) available for the care team. Care workers confirmed that they always have adequate supplies of this. Community spot checks on workers on duty also confirmed that PPE was being used correctly by care

workers. There is a reviewed infection control policy in place and the service follows the updated Covid-19 guidance.

## Environment

The quality of environment is not a theme which is applicable to a domiciliary support service. However, we visited the office premises and found this clean, spacious and all information was stored securely in locked cupboards and cabinets. Electronic information is stored in password encrypted devices. Prior to commencement of the service, we saw environmental and personal risk assessments take place in people's own homes to determine any risks. This is to ensure a safe working environment for care workers and minimise any risks to the individual wishing to receive support.

## Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. Policies and procedures are reviewed as required and the service's Statement of Purpose (SOP) accurately reflects the service. We noted that the contact details for CIW in the service's policies was incorrect, however the RI told us that this has since been amended in all relevant documents for accuracy.

The provider uses an electronic call monitoring system to ensure care workers arrive and leave their calls appropriately. Alerts are set to highlight any discrepancy, and the office staff are able to chase this up quickly to prevent missed calls. We saw that there are numerous audits that take place to maintain oversight in the service. These include monitoring people and personnel files, including dates of expiry of Disclosure and Barring Service (DBS) checks, car documents, training records etc and much more.

There are robust procedures in place to ensure that care workers are suitably vetted, recruited and trained to meet the needs of people they support. We looked at four personnel files and saw all required documentation for safe recruitment and background checks were completed and up to date DBS checks are in place. There are monitoring systems to ensure that this information is always kept up to date. We saw the training matrix for all staff which showed that most care workers are up to date with the mandatory training as detailed in the service's Statement of purpose (SOP). We saw that almost all care workers are registered with Social Care Wales (SCW) and the few that are not, are either new to the service or are working towards registration. Due to a Covid outbreak last year we saw that there had been breaks in routine supervision of care workers, although this has now recommenced and is being prioritised. The management team are also subject to supervision. Comments from care staff in relation to the service included: *"they are a pleasure to work for"* and *"I absolutely love my job; they are a very supportive company to work for."*

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw that people; their families and care workers are asked to complete a feedback survey. The information from this survey is then consolidated into performance graphs and analysed to drive improvements. The last quality of care report from October 21 was viewed and summarised the service's achievements and improvements planned. This report should include a summary of the feedback obtained rather than adding it as an attachment to the report. The RI told us that this would be implemented for the next quality of care review due in June 22. The RI is visible in the service routinely and conducts meetings with people and care staff regularly and writes the outcome of these meetings in the quarterly reports, which were seen.



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

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