



Inspection Report on

Cwtch Care Ltd

**2nd Floor Dyffryn House (south),
Dyffryn Business Park
Llandow
Cowbridge
CF71 7PY**

Date Inspection Completed

21 March 2022

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About Cwtch Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Cwtch Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This 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

Cwtch Care provides a high standard of care and support to people living in their own homes in the Vale of Glamorgan. Care is delivered in accordance with good care plans, by a well-supported, experienced and trained workforce. People are very happy with the service and appreciate the thoroughness when care is provided, and when support is given to look after the person's home.

Upholding people's rights is a priority within the service. People are assisted to make appropriate referrals, to help maintain, and where possible, improve their health. Representation is arranged if needed, but people are encouraged to be as independent as possible, and voice their wishes.

The service provider has nominated Michelle Cross, manager of the service, to be the responsible individual (RI). They are supported by a wider management team who are committed and passionate about quality care. All required documentation is available, up-to-date and audited. The RI provides good oversight of the service. As a smaller service, the management team help to provide care and ensures care workers are supported to promote the expected high standards.

Well-being

Support is given to people to help them understand the service available to them through meetings with managers before care and support begins. 'Service User Guides' are available and can be provided through the medium of Welsh. This document helps people to know what they can expect from the service. Care plans are developed in conjunction with the individual or their representative. These are reviewed regularly, and people consulted about changes to their needs. Communication is considered and adaptations made for people who choose to communicate in a language and means of their choice. The service advocates for people's rights, ensuring they are provided with information and referred to other services when appropriate. Care workers are trained to support and not 'do for' people, so they maintain independence, for as long as possible. People are treated with dignity and respect and encouraged to voice their wishes and aspirations.

People are able to remain in their own homes and kept as safe as possible. The service is highly commended for the care taken to support people to maintain their environment, supporting their well-being. One stated "*the flat is spotless since they have been providing care,*" acknowledging the difference this had made. People and their relatives appreciate the thoroughness and dedication of the care team and managers. Daily records and charts show people receive the right care at the right time, including medication. Care workers pass on concerns about people's health to relevant professionals, such as the district nurse. People feel safe. Care workers are recruited safely to ensure they are fit to work with vulnerable adults. Care workers are closely supervised to ensure high standards of care provision. Risk assessments are in place to ensure the home environment is safe and care is delivered appropriately. The small team of care workers provide good social contact for people who live by themselves, with care taken by the service to match care workers to people.

Care and Support

Care is provided in people's homes by a small team of well-trained, competent care workers. Managers provide care as part of the team ensuring they support the continual oversight of quality of care. Families appreciate the attention to detail provided by care workers and have told us that the care of people, in addition to care of the home environment is "*excellent*" and "*thorough*." People tell us that the care workers support them to maintain their independence, allowing them time to communicate their needs. People who use the service describe care workers as "*angels*," "*amazing*," "*helpful*," and "*kind*."

Detailed care plans reflect the needs of the person, are based on thorough assessments, in addition to care plans received through the local authority. The documents are available in people's homes and guide staff on how best to provide care and support. Daily records evidence the care provided. Where medication is prompted or administered as part of the care, accurate records are maintained. People tell us they receive their care and support calls in a timely manner. During the current pandemic when staffing levels have been affected, some non-essential services, such as sitting services to allow families to have respite, have not been possible to provide. Communication with people or their families is good and they are informed of any changes required. One family representative told us "*I can't compliment them enough*," and confirmed communication was good and they were kept informed.

The management is passionate about people's rights and evidences how the service has supported people to make referrals to health care services. This ensures people have the right equipment, medical attention and level of support required. Where people have difficulty representing themselves, the service ensures family or representatives are consulted. People are encouraged to make decisions about their end of life choices; these are recorded within care plans and appropriate arrangements put in place to care for people in their own home if this is their wish. People are assisted to communicate and express their wishes, including in their preferred language, or by non-verbal methods if this is needed. People are able to voice their compliments and concerns through regular reviews and contact with care workers or managers.

Leadership and Management

The RI is also the manager and is registered with Social Care Wales (SCW), the regulator for social care workers. The management team is passionate about providing a quality service and form part of the care workforce. As a small service, the managers monitor every aspect of the quality of care on a daily basis. The RI produces reports on the 'quality of care' as required by the regulator. Up-to-date policies and procedures support good practices, including those around 'Medication' and 'Infection Control'. A 'Statement of Purpose' and 'Service User Guide' are in place and give people information about the service they can expect to receive. The manager is in the process of updating these documents to reflect practice around what happens when a care worker is late to a call. This will reassure people about their care delivery and what communication to expect.

Day-to-day running of the service is the responsibility of the manager. They are methodical and thorough. Another member of the management team supports with more practical monitoring of care and care workers. Care, documents and records are audited. Care workers receive thorough induction and training. Spot checks are carried out by managers to test the competency and quality of work. This information is used in supervision meetings to offer professional development opportunities to care staff. Care workers can approach management at any time as they see them regularly when carrying out care work together. One staff member told us "*I love the fact the management are out in the community daily,*" and all staff consulted told us they are supported and confirmed the level of training they receive. Training, including specialist training to meet people's needs is provided, such as catheter care. Care workers have opportunity to discuss their contracts, which is a regulatory requirement, and the manager is planning to incorporate this into the three monthly supervision records so conversations are recorded. Personnel files viewed had required documentation and photo identification of care staff was available on computer files. A good percentage of the workforce is registered with SCW and have relevant qualifications in social care.

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

Date Published 14/04/2022