



Inspection Report on

Western Welsh Community Care Limited

**Bridgend House
Bridgend Square
Haverfordwest
SA61 2ND**

Date Inspection Completed

02/03/2023

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About Western Welsh Community Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	WESTERN WELSH COMMUNITY CARE LIMITED
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	28 April 2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Western Welsh provides domiciliary support to individuals in their own homes. People are very positive about the service they receive; a person said, *“I’m very happy and I look forward to them coming”*. A small and consistent team of staff are guided by accurate and up-to-date plans. A care worker told us *“I love doing what I do, I love helping people stay in their own homes and to live the life they want”*.

The Responsible Individual (RI) is also the manager of the service, they have a hands-on approach and combine their time between directly supporting people and management duties. The RI/manager works closely with people, their families and care workers and is described as approachable and supportive.

Well-being

People receive person centered support and are involved in all decisions about the service they receive. Detailed information, including guidance from health and social care professionals is recorded in personal plans to help people remain as healthy as possible. The RI/manager maintains detailed personal plans that focus on things that matter; people, family members and staff contribute to them.

People are supported by a small and consistent staff team, who they have built up positive relationships with. Care workers are sensitive, patient and understanding in the way they support individuals to live as independently as possible. A family member told us *“They are kind and patient and we are very lucky to have them”*. The service does not have an 'Active Offer' of the Welsh language; however, some care workers are Welsh speakers and staff can enrol on Welsh language training.

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are aware of their responsibilities to raise concerns. Peoples individual circumstances are considered because induction and ongoing training is in line with their needs. People know how to raise concerns if needed and have full confidence in the RI/manager.

People have a voice and input into the running of the service because the RI/manager regularly talks with them. The Quality of Care Review uses information from people surveys and audits and would benefit from including a detailed action plan to develop the service.

Care and Support

Care staff work in the community, supporting people in their own homes. A person who uses the service told us *“The girls (care workers) have an excellent way about them, we always have a giggle and they are so kind”*. The provider has personalised, accurate and up-to-date plans for how it delivers support to individuals. The RI/manager considers a range of information from the person, their representatives, workers and external professionals. Risk assessments help to maintain people’s safety, while promoting their independence. The RI/manager regularly reviews plans with individuals, their representatives and care workers so they remain relevant. Daily notes record the care tasks completed with some information from the perspective of the person. There is documented evidence of health and social care professionals being involved in personal plans.

Care staff are positive about their role and the impact they have on people. A care worker told us *“I work with some lovely people and I get along well with them and we enjoy a good chat together”*. There is enough travel time between visits and staff have sufficient time to complete care tasks. People’s representatives told us they usually have the same care workers visiting them and value the relationships they have developed.

The service has been impacted in the same way as many in the sector with the current recruitment challenges. The RI/manager works directly with people themselves but told us that staff work flexibly as a team to ensure the service is maintained. People and their representatives acknowledge these challenges, a family member told us *“I know how difficult the job is but when they come, they never bring the last call with them, they are always fresh and professional”*.

The provider has an up-to-date Statement of Purpose that is available for people and/or their representatives in different formats. There are policies and procedures to manage the risk of infection and good hygiene practices in line with Public Health Wales guidance.

Leadership and Management

The RI/manager is involved in the day to day running of the service. Care workers describe them as accessible and helpful, one said *“[RI/Manager] is very supportive, easy to talk to and I can ask for advice”*. The RI/ manager has good oversight of the service because they work closely with everybody involved but they need to ensure Regulation 73 visits are logged and documented. Nearly all the care workers confirm they talk to the RI/manager and told us they can make suggestions to improve the quality of the service. The six-monthly Quality of Care Review uses information from surveys and internal quality assurance systems. The review report would benefit from direct feedback from people, staff and professionals to help formulate an action plan.

People and their representatives have confidence in the way the service manages complaints and feel able to raise concerns if needed. A family member told us *“[Manager/RI] is very approachable, I’ve never had to complain but feel confident to do so if needed”*. Medication is managed appropriately and advice is sought from health professionals when necessary. Regular workers ensure people get continuity of care and support to help build relationships.

Nearly all the staff told us they receive regular documented supervision meetings with the RI/manager and records corroborate this. Procedures are in place to support good practice and care workers have a sufficient understanding of key policies. Discussions with staff demonstrate a good understanding of their responsibilities around safeguarding.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive induction and are allocated time to build confidence and to get to know people before working independently. The induction programme links to individual learning outcomes and the ‘All Wales Induction Framework for Health and Social Care’. Ongoing training gives care workers the opportunity to develop their skills further to meet people’s needs and enable outcomes.

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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Date Published 22/03/2023