



## Inspection Report on

**Case Management Cymru - Western Bay**

**The Business Centre  
Pendoylan Road Groesfaen  
Pontyclun  
CF72 8ND**

**Date Inspection Completed**

**19 April 2022**

19/04/2022

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## About Case Management Cymru - Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	Case Management Cymru Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	27 October 2020
Does this service provide the Welsh Language active offer?	Working Towards. The 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

Case Management Cymru facilitates bespoke rehabilitation, care and support packages to support people who have experienced significant personal injury. The service covers five geographical areas: West Wales, Western Bay, Cwm Taf, Cardiff and The Vale and Gwent. This report reflects our inspection of all five areas.

People receive a tailored service from Case Management Cymru. Care needs are assessed and planned for by skilled, specialist case managers. Personal plans and risk assessments are thorough, detailed and contain all the information needed to ensure people receive the right care and support at the right time. At the time of the last inspection, care documentation was not being reviewed as regularly as required by regulations, however this has been addressed and is now monitored by manager audits. Further work is being done in analysing people's progress towards their outcomes. Care staff are safely recruited, vetted, and trained appropriately. The management team are heavily involved in the running of the service, gathering feedback from people, families and staff to monitor quality and drive improvements. The feedback we received from support workers, case managers and people who receive care and support from the service was all very positive.

## Well-being

People are encouraged to make decisions about their day to day lives and to give feedback about the care and support they receive from the service. People receive their own individual team of care workers, dependent on their needs; care workers do not travel from person to person. This means relationships are strong, there is continuity of care and people can tailor each session to how they are feeling on that day.

People are supported to be as healthy as they can be. Case managers facilitate a variety of ongoing physical and emotional therapies, such as hydrotherapy, physiotherapy or counselling, as part of an individual's initial rehabilitation, or ongoing maintenance of their health and wellbeing.

There are systems in place to safeguard people from harm. All staff members complete annual safeguarding training refreshers as part of their mandatory training. Case managers and support workers told us that they knew who to speak to if they had any concerns and had confidence in the response from office staff and management. There is an up-to-date safeguarding policy that staff members can refer to if they need further guidance. People, or their representatives, can make a complaint via a clear concerns process. We saw evidence of response and resolution to both formal and informal complaints.

Many aspects of people's wellbeing, including social interaction, education and employment are considered as part of the initial assessment of need and further developed in care planning and risk assessment. We saw care documents clearly showed both people's previous work or leisure routine, if they had one, and newly identified goals. Support workers facilitate either a return to these routines with required adaptations or support, or accessing new social, educational or employment opportunities. People receiving support from Case Management Cymru can contribute to their community or wider society in whatever way they wish.

## Care and Support

Feedback from people receiving a service from Case Management Cymru, and their representatives, was very positive. People feel respected and treated as individuals who matter. We were told:

### West Wales

*“We’ve got good rapport between us all, they look after my husband well”.*

*“We always know if there’s any changes to the rota”*

*“They respect the fact they’re in your house”*

*“They seem to genuinely care about their service users”.*

### Cwm Taf

*“The service has increased to meet [client’s] need”,*

*“If I want any meetings with anyone I only have to ring and they will arrange them”*

*“They’re very good with PPE”*

### Cardiff

*“I think they do a great job”*

Information is provided to people, and those involved in their care, to outline what service can be provided. An initial needs assessment is completed with recommendations for ongoing rehabilitation, care and support, and outlines which elements of these can be provided by case managers and support workers. Personal plans and risk management plans are very thorough, detailed and provide a complete guide as to how to meet a person’s needs in exactly the way they want. Contact information for other professionals involved in people’s care are included in the plans, and risk management plans are cross referenced with the main care and support plan for straightforward, self-explanatory guidance. At the time of the last inspection, reviews of care documentation were not being completed at least every three months as required by regulations. During this inspection, we saw that reviews are now monitored as part of manager audits. We discussed developing the content of reviews to encompass more information on relevant events that have occurred, and how that may affect the support a person needs. Staff members report that any changes in a person’s need or care delivery are communicated to them in good time prior to their next visit, and in turn they are able to feed information back via daily records or contacting the case manager or member of office staff directly.

People are supported to be as healthy as they can be. Support workers facilitate people to access several physical and emotional therapies as part of their initial rehabilitation or as part of their ongoing care and support needs. Only a few people have their medication overseen and administered by the service, but for those who do there is a medication policy in place for guidance and support workers complete appropriate medication training. Infection control policies include guidance to minimise the spread of COVID 19, and both staff members and people receiving the service said there is proper use of personal protective equipment (PPE), and good supplies available.

## Leadership and Management

Feedback from case managers and support workers working with Case Management Cymru gave very positive feedback about their experiences. They told us:

### West Wales

*“They are brilliant, the best company I have worked for”*

*“We’re always informed about what has been going on”*

*“They have very strong ethics”*

### Western Bay

*“They are always happy to help with professional development”*

*“We have really good support, they are just on the end of the phone”*

### Cwm Taf

*“They are an excellent employer. I feel respected, appreciated and not just a number”*

### Cardiff

*“I have no complaints or problems at all, I’m happy here”*

### Gwent

*“The office staff are extremely helpful and approachable”*

People have access to information about the service which enables them to have a clear understanding about the service and what it can provide. The statement of purpose defines the nature of the service and what structure and arrangements are in place to support delivery. People primarily contract with Case Management Cymru on a private basis, employing their own case managers and support workers via the service. Case Management Cymru ensure that the staff are safely recruited and vetted. They also oversee training and supervision of staff to ensure they are delivering high standards of care and support and maintaining their professional integrity. Both mandatory and specialist training is procured for staff members depending on the needs of the person being supported. Formal, individual supervision is held regularly to allow discussion around personal and professional issues and to identify areas for development. We were told by staff members that management support and encourage them to complete additional learning in areas of their own interest.

People are supported by their own team of case manager and support workers. This means the time and length of support sessions can be tailored to the person's need on any given day. In addition, because a person's team do not support anyone else, there are no issues of travelling between people, running late or missing calls. Office staff disseminates information to case managers, team leaders and support workers promptly, and in turn receive feedback from them via daily records or direct contact. Policies and procedures are available to provide staff members with relevant, up to date information and guidance should they need.

There are robust systems in place to monitor the quality of care and support being provided to people. Case Management Cymru has a clear management structure, with each member's role defined. Managers complete monthly audits of care documentation and accidents and incidents, recording when matters have been referred on to appropriate external agencies. The Responsible Individual (RI) completes monitoring visits regularly and uses feedback from stakeholders and analysis of audits to produce a biannual quality of care report. There is a complaints process in place, and all feedback is welcomed to continually drive the development of the service. People, their representatives and staff members all told us that they would feel confident in raising any queries or concerns they had, and that these would be acknowledged and responded to.



### 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

**Date Published** 19/05/2022

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