



Inspection Report on

Case Management Cymru - Western Bay

**Sovereign House
Sterling Drive
Pontyclun
CF72 8YX**

Date Inspection Completed

24/10/2023

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About Case Management Cymru - Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	Case Management Cymru Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	19 th April 2022
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

Case Management Cymru facilitates bespoke rehabilitation, and care and support packages to support people who have experienced significant personal injury, particularly brain 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 care and support from a tailored team of staff, chosen by case managers for the correct skill set to meet people's needs and to promote rehabilitation and positive outcomes. Care plans and risk assessments are detailed and thorough, clear and concise. Reviews are completed alongside people and their representatives, and the Responsible Individual (RI) and manager excel in keeping regular communication with people receiving care and support, their families, and their staff team.

Staff are very well trained and supported in their roles, and they hold the management of the company in very high regard. There are thorough quality assurance processes which feed into the management's excellent oversight of the service. The management team are motivated to continually develop and improve the service, and this encourages staff to do the same.

Well-being

People receive a bespoke rehabilitation package of care in which the case manager tailors a team of health professionals and support workers to each individual; support workers do not travel from person to person. This continuity of care reduces any effect of sickness or absence of staff, encourages strong relationships to be built, and daily levels of support are flexible based on need.

People are supported to be as healthy as they can be. Case Management Cymru works with a network of local health professionals to curate a holistic rehabilitation package for the people they support. This can include neuropsychology, behaviour therapists, and occupational therapy. Support workers are trained in specialist medication administration or health interventions as required. There is a clear, and up to date, medication policy in place to offer additional guidance to support workers if required.

There are systems in place to safeguard people from potential harm or abuse. All staff complete annual safeguarding training refreshers as part of their training. Case managers and support workers say they have confidence in management's response to issues and would freely report any concerns to them. There is a safeguarding policy in place which staff can access for further guidance.

People have the opportunity to contribute to the community, pursue education or employment should they wish. Detailed information is gathered about people's family, social, and work history to identify their strengths or interests, and how to prioritise following on with these as part of their rehabilitation. Specialist aids and adaptations are identified and sourced for people during this process.

Care and Support

Feedback from people and their relatives/representatives about the standard of care and support they receive from staff working with Case Management Cymru is extremely positive. They told us:

“The care and support is impeccable”,

“The staff working with [person] are supportive, patient and kind”,

“[Person]’s wellbeing is always top priority”,

A professional working with Case Management Cymru commented a person in their care had *“the best rehab team I’ve seen for forty years”*.

The remit of the service which can be provided is discussed with people, their relatives and other professionals involved in their care. The statement of purpose defines the nature of the service and the arrangements in place to support delivery to people. An initial assessment and plan is created before the care and support starts. This also highlights input needed from other professionals such as occupational therapists or behaviour specialists. Care managers are skilled in co-ordinating what support is required and when, as part of the long-term plan of people reaching their goals.

Personal plans and risk assessments are detailed, but concise, and provide all the information needed to provide people with the right care at the right time. Contact details of everyone involved in the plan, and practical information, such as where things are stored, make it a comprehensive document. Risk assessments are cross referenced throughout the plan, giving clear and logical guidance. Reviews are completed regularly, and the manager and RI have good knowledge of the progress of each of the people receiving care and support. There is regular communication between support workers, case managers, and office staff, ensuring everyone is informed of any issues or changes to minimise mistakes or misunderstandings.

There are relevant, up to date and comprehensive policies and procedures in place at the service to underpin excellent standards and practice. Complaints can be made informally or formally, and we saw a clear timeline of responding to formal complaints to come to an appropriate resolution.

Leadership and Management

There is a positive atmosphere in Case Management Cymru, and staff morale is incredibly high. We spoke to staff in a variety of roles. They told us:

“[RI and manager] are incredibly passionate, but also very open to ideas, I was so impressed at the way everything is run”,

“We’re all treated incredibly well here”,

“The case manager of my team is the best I’ve ever worked with”,

“The training we have is excellent”,

“I feel very well supported, it’s such a lovely atmosphere and place to work”

People primarily contract with Case Management Cymru on a private basis, employing their own case managers and team of rehab workers and support workers curated by the service. Case Management Cymru takes responsibility for recruiting and vetting staff and overseeing their training and supervision. Recruitment checks are thorough and vetting checks updated as soon as needed. All staff complete a range of mandatory and specialist training, procured specifically to support the interventions needed to care for the person with whom they work. This is regularly monitored, to ensure staff are delivering high standards of care and support and maintaining their professional integrity. Formal, individual supervision is held regularly to allow discussion around personal and professional issues and to identify areas for development. The management team support and encourage professional development, and have created different pathways for progress, depending on the staff member’s skills and qualifications.

There are robust and thorough quality assurance processes in place, and the RI and management team are passionate about continual improvement of the standard of care and support being provided. All relevant information is audited, and the analysis of these audits, coupled with feedback from people, their representatives, and staff members, form comprehensive reports on the quality of care provided. Issues with staff conduct follow a defined disciplinary process, in line with advice gained from an external Human Resources company. The RI has excellent oversight of the service, is a very experienced case manager, and is involved in many of the cases for people with whom Case Management Cymru have worked with for a long time.

The RI and manager are well known within their service area and are trustees for local brain injury charities. They offer their experience and knowledge to other case management services, or brain injury services, encouraging positive development across the sector.

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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