



Inspection Report on

Dimensions Cymru- Swansea Bay

**The Beacon Centre
Harrison Drive St. Mellons
Cardiff
CF3 0PJ**

Date Inspection Completed

15/01/2024

Welsh Government © Crown copyright 2024.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Dimensions Cymru- Swansea Bay

Type of care provided	Domiciliary Support Service
Registered Provider	Dimensions Cymru Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	09 February 2022 & 10 February 2022
Does this service promote Welsh language and culture?	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

Dimensions Cymru – Swansea Bay is a domiciliary support service that operates from offices in Cardiff and Bridgend. The service provides care and support to people living within supported living accommodation in West Glamorgan. It has a team of managers who offer a strong support network to staff. The Responsible Individual (RI) supervises the management of the service closely and sets actions to drive improvement.

People are recognised as individuals and respected for who they are. Care workers support and encourage people to achieve their personal goals, focusing on their individual strengths. People have positive relationships with care workers, who have a good understanding of their needs and preferences. People's views are valued and their health, safety and independence are actively promoted. People have opportunities to socialise with others and take part in activities they enjoy.

Staff are appropriately recruited and trained. They receive effective support from managers to develop in their roles. Organised administration systems help the service run smoothly. Information is available and accessible to people.

Well-being

People's voices are heard as they are regularly consulted about the service they receive. We found people's needs and wishes clearly reflected within personal plans. Care workers support people with dignity and respect, encouraging them to have as much control over their lives as possible. We saw people making decisions about where and how to spend their time. The RI considers how effectively the service supports people to achieve their goals during formal visits. Care workers use effective methods to communicate with people and information is provided in a suitable format. The RI regularly speaks with people about their experiences and finds ways for them to influence change.

People receive a good standard of care and support that promotes their physical and mental well-being. Care workers understand who people are and how best to support them. People are encouraged to lead an active, healthy lifestyle. Care workers follow advice from health professionals and support people with their medicines safely. People follow their own routines and pursue their hobbies and interests. We saw care workers supporting people to do things they enjoy. People develop their daily living skills as care workers encourage them to clean and tidy their homes and to plan, shop for and prepare their meals. People also have pets to look after, which offers comfort and gives people a sense of responsibility.

People enjoy an active social life. They regularly spend time in the community and attend gatherings where they can socialise with others. Care workers support people to keep in touch with family and friends. We saw that people have developed good relationships with their care workers as conversation and good humour flowed easily. One care worker said, *"We all bond with different people"*. Care workers are passionate about their work and a relative told us their enthusiasm inspires people. Care workers said, *"I feel that this is me... you get to do so many lovely things"* and *"It's like home from home"*. Managers consider the relationships care workers have built with the people they support when supervising them.

The service has systems in place to help protect people from harm. Managers told us staffing levels are increasing and people experience good continuity of care from a core group of staff. The service vets and recruits staff appropriately. Staff have the knowledge and skills to support people safely. They work well as a team to meet people's needs and bring about positive change. There are up-to-date policies and procedures to support safe practice. Staff know how to report concerns regarding people's welfare and managers are approachable and responsive to feedback. The RI closely monitors the service to ensure good standards are maintained.

Care and Support

People are fully involved in planning and reviewing their care. Personal plans reflect who people are and what they would like to achieve from their care and support. Information is presented in various formats to help people communicate their needs and wishes. Care workers spoke knowledgably and confidently about what really matters to people and how best to support them. Daily recordings confirm that people consistently receive the right level of care and support. We saw care workers supporting people to make daily choices. The service invites people to attend 'Everybody Counts' meetings, where they can talk about their experiences and receive important information and guidance. Managers plan to hold meetings in more convenient locations, so they are easier for people to attend.

People have opportunities to take part in meaningful activities. We saw people following their own routines as they watched programmes of interest and planned outings with care workers. It was clear that people value the relationships they have built. We observed them to be at ease as they enjoyed positive, respectful interactions with their care workers. People told us *"I like living here"* and *"I like the staff"*. Care workers spoke passionately about people's experiences. For example, one care worker told us a person *"came to life"* when visiting a place of interest. Another care worker described how appreciative and joyful a person was after trying new things. Care workers help people celebrate special occasions by organising themed parties that provide further social opportunities. A relative said, *"From what I have seen, they seem to be very dedicated in giving the best life they can"*.

People's independence is promoted. A relative told us care workers focus on people's capabilities, which we saw reflected in care records. This helps people develop their independence and experience a sense of accomplishment. We saw a weekly menu within one supported living service and were informed that people are actively involved in menu planning and food preparation. People share responsibility for grocery shopping and carry out personal shopping, as desired. The service has a policy for managing people's money and we saw clear records relating to financial transactions. People are encouraged to maintain their environment by carrying out domestic tasks. We were told that people like to care for their pets and contribute to the upkeep of their garden. Care workers complete regular infection control audits within supported accommodation and use checklists to help people achieve their domestic goals. Records show that staff have completed training in relation to food safety and infection control.

People have access to medical and specialist services to promote their health and well-being. Care workers follow guidelines from professionals, which are available within care records. Relatives are kept informed about changes to people's health and care workers told us they are prompted to read and sign personal plans following any updates. People receive appropriate support with their medication, which is managed safely. Care workers promote healthy eating and monitor what people eat and drink, ensuring any special diets are maintained.

Leadership and Management

The service is managed effectively. The RI carries out meaningful assessments of the service during formal visits and considers how people are being supported to achieve their goals. These visits are undertaken quarterly and may focus on improving one aspect of practice as part of a health promotion strategy. The RI also completes six-monthly quality-of-care reviews, which include setting actions to improve standards. Managers told us they meet regularly as a team and action plans are well communicated and monitored. Planned improvements include adapting the way in which feedback is gathered, so people can contribute their views more easily.

The service ensures enough staff are available to give people the time and support they need. Regular agency workers are used to cover staff absence, although the manager told us the service is less reliant on agency staff following a recent recruitment drive. There are core groups of staff working within each supported accommodation to provide continuity to those living there. The RI told us of plans to involve people in recruiting staff by arranging visits that will allow them to meet candidates and provide feedback afterwards. The service recruits staff safely by carrying out the necessary pre-employment checks. This includes a Disclosure and Barring Service (DBS) check that is renewed every three years. There is ongoing work to strengthen the recruitment process, which will ensure employment histories are fully explored and two written references are consistently obtained. The service operates a clear disciplinary policy to address concerns around staff conduct and performance. Policies and procedures are regularly reviewed and discussed with staff.

The service is committed to supporting and developing staff. New staff complete an induction programme that prepares them well for their role. Records confirm that staff complete a range of mandatory and specialist training relevant to people's needs. This includes training in relation to safeguarding adults at risk. Staff told us they receive frequent reminders to refresh their training, which they described as "*spot on*" and "*continuous*". Staff are supported to progress in their roles and complete recognised care qualifications. They receive monthly supervision during their probation period and quarterly supervision thereafter, plus annual appraisals. Records show that staff reflect on people's well-being during these sessions and discuss their personal and professional development.

Staff enjoy their work and feel well supported by managers. Quarterly 'Colleagues Count' meetings provide opportunities for staff to discuss the service with the RI and management team. Staff told us managers are approachable, supportive and accommodating: "*If they can, they will!*". They have a good understanding of safeguarding procedures and feel confident managers would act upon any concerns. We observed a strong sense of teamwork throughout the service. Staff said, "*We lean on each other*" and "*All staff are lovely, everyone gets on*". Meetings are held in each supported accommodation every two months, allowing staff to share information and ideas. Staff also use communication books to update team members about important events.

There is ongoing investment in the service, with digitalised systems being introduced. We can conclude that the service is achieving its aims and objectives, as set out in its statement of purpose: *'At Dimensions Cymru we encourage and promote progression, self-reliance, confidence and independence.'*

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

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 16/02/2024