



Inspection Report on

Dimensions Cymru- Cardiff and Vale

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

Date Inspection Completed

28/06/2022

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About Dimensions Cymru- Cardiff and Vale

Type of care provided	Domiciliary Support Service
Registered Provider	DImensions Cymru Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	23 November 2021
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

This is a focused inspection to test the priority action notice issued at the last inspection. Some of the improvement notices issued at the last inspection have also been tested, but the remaining areas for improvement will be tested at the next inspection. Some themes have not been fully considered. People are cared for by staff who are kind, caring and understand their needs. People have their own personal routines and do the things that matter to them. People are encouraged to be independent and supported to have choice and control over their own lives. Care staff levels are sufficient to meet people's needs and good continuity has enabled people to build good relationships with the staff who provide their care. The provider is committed to ensuring that care staff are registered with Social Care Wales, the workforce regulator. Medication processes are safe and robust, and the administration of 'as required' medication is now recorded correctly. Improvements have been made to the information contained in personal plans of care and how the information is captured. Management has good oversight of the service and are actively involved in the reviewing of documents. Infection control measures are more robust and policies contain the required information.

Well-being

People are treated with dignity and respect. Care staff understand the needs of the people they support and do so with kindness and compassion. People are supported to be as independent as possible and have personal routines that include doing things that matter to them. Care documents outline people's needs and how they are to be met. People's likes and dislikes are recorded and where possible people and/or their representatives are part of the care planning and review processes. Documents are reviewed regularly and updated to reflect any changes. People live communally but they have their own personal space which enables people to have privacy and for care to be provided discreetly.

People are protected from harm and abuse. Improvements have been made to infection control processes, and the policy now contains the required information that underpins good practice. People are supported to keep their homes a safe environment with hazards reduced as far as practically possible. Managers have good oversight of the service and review information recorded within care files to ensure it is robust. Medication processes are safe and include the accurate recording of when and why 'as required' medication is administered. Care staff are safely recruited and supported to register with Social Care Wales. This registration is important as it ensures that people are of suitable character and have the necessary skills and qualifications to work with vulnerable people.

Care and Support

People get the right care at the right time. Care staff levels are provided in line with people's needs and ensure that people do not have to wait for care. The consistency of care staff is excellent and has enabled good working relationships to be built. Care staff understand the needs of the people they care for and are able to anticipate the needs of people who cannot verbalise this themselves. We saw care staff interacting positively with people and one person '*smiled brightly*' when asked if they liked the staff who provide their care. We observed care being delivered with kindness, dignity, and respect. Improvements have been made to care documentation and how information is recorded. Care plans now contain detailed information and are supported by risk assessments where necessary. These documents are reviewed regularly to ensure that they are accurate and current. Reviewing of care documents is important as they guide staff on how to care for people correctly. We saw evidence that referrals are made to external professionals when required without delay. Medication processes are now more robust as staff now record when and why 'as required' medication is administered with the effects of the medication then documented correctly.

People have choice and control over their lives. Care documentation is person centred and clearly outlines people's likes, dislikes and how they prefer their care to be delivered. Dimensions provides all people with an agreement that indicates the service they receive and how and when the service will be delivered. People and/or their representatives are part of the assessment and review processes. Daily routines are person centred as people decide when to get up in the morning, when to go to bed at night and how they spend their time in between. We were told that a number of people have been supported by care staff to go on holiday in the UK and abroad. One person told us "*I had a great time on holiday*". We saw people being offered choice in regard to food and drink, with staff demonstrating good knowledge of people's preferences.

Leadership and Management

People benefit from the leadership and management in place. Dimensions has a robust management system in place which includes a Responsible Individual (RI) who is accountable for the service, and a number of managers who oversee the day to day running of the service. Improvements have been made to the management oversight of the service and how they monitor the quality of information within care files. Changes have been made to the way care plan reviews are recorded. We are told that there is a plan for all documentation to become digital. There are appropriate policies and procedures in place for the smooth running of the service and improvements and updates have recently been made to the infection control policy which is now in line with regulations. Infection control processes within people's homes have also been improved. Since the last inspection Dimensions care staff have been encouraged to register with Social Care Wales, the workforce regulator. All staff who are eligible to register are either registered or in the process of registering.

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
15	Staff are not always provided with sufficient information that sets out how best to support the person and to follow to mitigate risk.	Achieved

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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80	Responsible Individual to produce a quality care review report at least six monthly to assess, monitor and improve the quality and safety of the service. Report to be revised in accordance with the regulatory guidance.	Reviewed
60	The service provider to inform CIW about events in the service. Also, copies of the deprivation of liberty applications or authorisations should be made available at the service.	Reviewed
8	Improved management oversight to ensure all care documents are regularly updated when there are changes in people's needs and daily records are fully complete and accurate	Achieved
20	Each individual to have a signed copy of a service agreement relating to their care and support	Achieved
58	Improve the management and recording of 'when required' medication. Effective auditing systems in place to monitor the completeness of the medication administration charts and promptly address any issues.	Achieved

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