



Inspection Report on

Care Cymru - Swansea

**Care Cymru - Swansea
Unit 20 Mardon Park
Central Avenue
Port Talbot
SA12 7AX**

Date Inspection Completed

02/05/2024

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About Care Cymru - Swansea

Type of care provided	Domiciliary Support Service
Registered Provider	Care Cymru Services Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection of the service since it registered with CIW in July 2023.
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

Care Cymru – Swansea provides a safe, reliable service to people living in their own homes throughout Swansea and Neath Port Talbot. There are administrative offices in each area with distinct leadership teams. The Responsible Individual (RI) oversees the running of the service effectively and managers act upon feedback to improve standards. Managers are available to people using the service and committed to improving levels of communication.

There are systems in place to help ensure people receive the right care at the right time. People are regularly consulted about their care and support. Personal plans and risk assessments reflect people's needs and wishes. The service has invested in a new electronic database to improve overall standards of record keeping.

Staffing levels have increased to meet the demands of the service. People get on well with care workers and are mostly confident in their abilities. Managers are providing additional training and support to build on the knowledge and skills of the staff team. Staff are recruited and vetted appropriately.

Well-being

The service promotes people's physical and mental well-being. People have positive relationships with staff. They value time with their care workers and enjoy the camaraderie during calls. Managers communicate well with relatives and professionals to ensure people's needs and wishes are met. The service has suitable arrangements for managing people's medicines. People and their representatives are largely satisfied with the quality of care provided:

- *"They've been very good, and I've been very happy."*
- *"On the whole, they're okay."*
- *"They've been absolutely brilliant."*
- *"I've only got to mention it if I need anything, and they'll do it."*

Overall, care workers have a good understanding of people's individual needs and preferences. Work is underway to strengthen the information within personal plans, so they provide a more detailed picture of who people are. Managers are also providing extra support to newer care workers to ensure they understand how best to meet people's physical and social needs.

People have control over the care and support they receive. They are regularly consulted about their experiences and involved in developing and reviewing their personal plans. A relative said, *"I make all care plan arrangements"*. Care workers encourage people to maintain their independence in a safe way and make decisions regarding their daily activity. People have access to information about the service and know how to report issues. Documentation can be provided in Welsh upon request and the service aims to match people with care workers who can accommodate their Welsh language needs. The RI closely monitors service standards and will ensure people's views are reflected within future quality reports.

The service protects people from harm. New administration systems have improved the safety and efficiency of the service. Calls are tracked electronically by care coordinators to ensure people receive their scheduled care. One person told us *"I've never been let down"*. Staff are recruited and trained appropriately. Their practice is monitored through formal supervision and spot checks. Managers deal with misconduct via disciplinary procedures and ensure lessons are learned and shared following complaints. Staff know how to report concerns and are confident they would be dealt with. One staff member said, *"Office staff will try to resolve any problems quickly"*. The regional compliance manager and RI regularly audit and review systems to ensure they are working effectively.

Care and Support

The service caters for people's care and support needs effectively. Individualised risk assessments and personal plans have been transferred to an electronic database. There is ongoing work to increase the level of detail regarding people's backgrounds and preferences. Reviews are carried out every three months to ensure personal plans remain accurate. People's views about the service are noted during these reviews, which we found to be consistently positive. Care workers have access to electronic and hard copies of personal plans and guidelines from professionals. The electronic system prompts them to complete all essential tasks during each call. Care recordings confirm that people consistently receive the right care at the right time. Managers are aiming to improve the quality of recordings, so they provide better insight into people's general well-being.

Medicines are managed in line with the Local Authority's medicines management policy. The level of support people need with medication is outlined within their personal plans. Care workers have a good understanding of people's medication needs and follow correct administration and recording procedures. Records confirm that care workers complete appropriate training before administering medicines. We found some annual competency assessments to be overdue, which were completed shortly after the inspection. Additional staff are being trained to carry out these assessments and prevent delays in the future.

People are fond of their regular care workers and have confidence in their abilities. We saw many positive interactions as conversation and laughter flowed freely. Care workers talk through tasks to put people at ease and offer them choice. They recognise when people need emotional support or reassurance and provide this with kindness and sensitivity. People told us *"They know the score"* and *"They treat me like family... I've got wonderful carers"*. However, people told us less experienced care workers do not always make best use of the time available. One person said, *"Would be nice to have more of a personal touch, a chat etc."*. Relatives have also observed limitations in their knowledge and skills: *"Some take longer than others to get up to speed"*. Managers are addressing this by providing additional one-to-one training and observing practice more often. New care workers would also benefit from extra shadowing opportunities so they can get to know people's preferences and routines better.

The service minimises infection risks by promoting good standards of hygiene. Care workers wear and dispose of personal protective equipment (PPE) correctly. They are respectful of people's property and make sure they clean and tidy after themselves. Staff complete training in relation to infection control and food safety.

Leadership and Management

The service is managed well. Care workers can access support easily should they need it. One care worker described the out of hours service as “*fantastic*”. People and their representatives told us they have a good overall relationship with office staff:

- “*They do call every few months to check in.*”
- “*Managers go over and beyond for me.*”
- “*Whenever I’ve had cause to complain they’ve come back to confirm it’s been dealt with.*”

People experience a reliable service as care workers consistently attend people’s homes when expected. Care coordinators track calls electronically to ensure they are delivered as planned. The RI also monitors call data to assess how effectively the service is performing. A professional said, “*All in all I’m very happy with them*”. Staffing rotas usually include enough travel time, although better communication regarding changes would help prevent care workers making unnecessary journeys. Care workers would also like more influence over how rotas are organised given their knowledge of people’s call preferences and journey times. Managers need to ensure people are consistently told about delayed calls and changes to their care workers.

There are enough staff to meet the demands of the service. Some have been employed via a sponsorship scheme and managers are working to increase the team’s understanding of cultural and social differences. Records show that staff are recruited and vetted safely. A regional compliance manager tracks staff’s Disclosure and Barring Service (DBS) checks and registration with Social Care Wales (SCW). Staff complete a good range of mandatory and specialist training, including first aid, safeguarding adults at risk, dementia care and catheter care. Staff can easily access information about people’s care and support needs and know how to report concerns. They regularly discuss their work during supervision meetings. Annual appraisals also allow staff to review their learning and development. Staff feel managers communicate well overall but would like more support with managing annual leave. Leaders observe staff practice and assess their competence during routine and targeted spot checks. Poor conduct or performance is dealt with via disciplinary procedures.

Overall, the service is being provided in line with its statement of purpose; a key document that explains what the service aims to provide and how. People also receive a written guide and know how to contact service managers if they need to. The RI monitors the quality of the service during formal visits and reviews. Actions to improve the service are set, although reports do not reflect the experiences of those using the service. The RI will address this in future reports. Managers share learning from complaints, which they deal with in line with policy. Minor amendments to key documents are needed to ensure all information is accurate and consistent with current legislation.

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

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