



Inspection Report on

I-Care Western Bay

**Pembroke House
Charter Court
Swansea
SA7 9FS**

Date Inspection Completed

05/03/2024

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About I-Care Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	I-Care Dom Care Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	26th September 22
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

I-Care Western Bay provides a domiciliary support service to people in their own homes across Swansea and Neath Port Talbot. We spoke with people, relatives, care staff, managers, and the Responsible Individual (RI) to gather their views on the service. People are involved and supported to make daily decisions about their care. People have up to date personal plans in place that reflect their needs and are reviewed with them routinely.

People have developed good relationships with the care staff who support them. Care staff receive regular supervision and appraisal and feel supported by the management team. Care staff receive training suitable for their roles, however we saw some staff had not received sufficient manual handling training. This has been raised with the provider who has agreed to take action.

There are adequate governance and quality assurance processes across the service. There is a dedicated and respected manager in post who is visible in the service daily and is supported by the RI. Feedback about the management of the service is positive. People and staff told us they find the management team approachable, and they are confident they would address any concerns.

Well-being

People have a voice and are treated with dignity and respect. Care files viewed indicated people's needs are fully assessed and considered. Risk assessments are detailed and regularly reviewed. People are involved in the review of their personal plans and are encouraged to make decisions about their care. We saw people had a copy of their personal plan and the provider's statement of purpose. They told us they know how to raise a concern and feel confident the service provider will listen to them. People spoken with told us *"They ring me periodically and check that everything is ok and I'm happy with the care"*. Feedback from people about their care was generally positive. People told us *"It's very personalised" and "I would 100% recommend I-Care. I can't imagine being with any other provider"*.

Care staff are safely recruited, and the necessary background checks completed before being offered employment. Staff files viewed contained appropriate identification documents and a recent Disclosure and Barring Service (DBS) check. Staff receive induction training at the start of their employment. The provider must ensure staff are knowledgeable and skilled to carry out their role. This means that new staff spend sufficient time with experienced staff to learn and develop in their role. People told us they feel safe with the care staff visiting them.

Overall, people are protected from abuse and neglect. We saw the staff training matrix, there is a range of mandatory training provided to staff such as fire safety, first aid and medication. This ensures care staff have the necessary skills to complete their role. All staff receive safeguarding training and those spoken with were aware of their responsibilities and how to report safeguarding concerns. We also saw there was specialist training available such as Dementia awareness and continence training. We saw staff are supported to complete formal qualifications relevant to their role. The delivery of manual handling training needs improvement which the RI has agreed to action.

There are good governance and quality monitoring arrangements in place. The RI speaks to people, their families, and staff to gather feedback and insight about the service. This information is used to complete regulatory reports and to drive improvements. We saw that complaints and suggestions for improvements had been considered and actioned where appropriate.

Care and Support

The service has an accurate and up to date plan to meet people's care needs. We sampled four care files and found personal plans are detailed and reflect people's current needs. An initial assessment of care needed is completed before the care package starts. A personal plan is developed following this assessment. People have a copy of their personal plan, and the service involves people in the regular review of these. People spoken with told us *"I am fully involved in my care from day to day and the office involves me in care plan reviews. If I have any concerns, I can discuss them with staff and the office"*.

People are provided with the quality of care and support they need through a service designed in consultation with them and meets their needs. Feedback about the care was positive and people spoke highly of care staff. People told us *"The carers are fantastic!"* and *"They are flexible in their approach and tailor the calls to my preferences"*. and *"They are very sensitive to X's needs, they reassure her and let her know what they are doing"*. Care workers are flexible in delivering care and are accommodating of people's preferences. Daily recordings reflect this, and we saw people's preferences with regards to their care was respected. Staff rotas seen show flexibility around care times and duration.

There are systems in place to safeguard people using the service. We saw the training matrix and care staff have completed safeguarding training. There is a policy in place which reflects the Wales Safeguarding Procedures and is reviewed annually. Care staff spoken with are aware of the procedures to follow if they have any concerns about the people they support. Care staff told us they are confident that management would follow up on any concerns they may have. People we spoke with said that overall, there are regular staff visiting daily and they are respectful and understanding of their needs.

The service promotes hygienic practices and manages the risk of infection. There is an up to date, comprehensive infection control policy in place which is reviewed annually. Staff receive infection control and health and safety training as part of their induction along with refresher training. Staff spoken with demonstrated a good awareness of infection control and told us the company provides sufficient supplies of Personal Protective Equipment (PPE). People spoken with told us that care staff always wear appropriate PPE.

Leadership and Management

The provider has good arrangements in place for the oversight of the service through ongoing quality assurance processes. There is an electronic call monitoring system in place which allows managers to track the delivery of care calls. This ensures calls take place within the given time as much as reasonably possible and ensures care staff are locatable. The RI visits the service regularly and speaks to people, their families, and staff to gather feedback to inform any required improvements. This information is used to conduct regulatory reports within appropriate timescales. These contain good, appropriate information which informs the development of the service. People told us that they are regularly contacted to ask for feedback about their care and feel they can raise concerns with care staff and management.

There are systems in place to safely recruit care staff in the service. We sampled ten staff files and saw safe recruitment, identity documentation and background checks in place. This includes recent DBS checks. We saw the training matrix and there is a range of training courses delivered to staff. However, the delivery of manual handling training needs improvement. Currently, new care staff receive online manual handling training, and the provider shows them how to use manual handling equipment. Despite this, care staff require accredited practical manual handling training. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The RI has assured us that they have sought suitable manual handling training for staff and confirmed training dates. This will ensure care staff receive appropriate and timely manual handling training.

Staff are supported to fulfil the requirements of their role. The service has ensured care staff are registered with Social Care Wales (SCW), the workforce regulator. We saw most care staff are registered or working towards registration. Care staff receive regular supervision and an annual appraisal where they can reflect on their professional practice. Care staff spoken with feel supported by the management team and told us, *“Any problems that I have I can speak to them, and they will help me any way they can”*. and *“They always listen to me and my point of view”*. For the most part, we saw staff contracts are discussed at supervision. This needs to continue, and the RI assured us it will. The sample of staff spoken with told us they are happy with their current contracts.

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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36	Six new staff had not received practical manual handling training prior to using manual handling equipment. Manual Handling training needs to be provided before staff use the equipment to provide care.	New
42	Some staff do not have a current contract of employment that adequately reflects their actual weekly working hours.	Achieved

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