



# Inspection Report on

**Heritage Healthcare Swansea**

**Unit 5  
Phoenix Business Park Lion Way  
Swansea  
SA7 9FZ**

## **Date Inspection Completed**

1st February 2022

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## About Heritage Healthcare Swansea

Type of care provided	Domiciliary Support Service
Registered Provider	Jameela Healthcare PVT Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Click or tap here to enter text. This is the first inspection since the service registered on 10<sup>th</sup> June 2019.</a>
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer'.

### Summary

Heritage Healthcare Swansea is a service that registered with Care Inspectorate Wales (CIW) in June 2019. It is a domiciliary support service that provides care and support to adults in their own homes across the Swansea Bay region. The head office is in Swansea Enterprise Park. There is a manager registered with Social Care Wales (SCW) and the Responsible Individual (RI) is Jameela Kotawala.

People receive a good service from Heritage Healthcare Swansea with a team of care workers who are well trained and dedicated to their work. The management team are visible in the running of the service and keen to ensure that care provision is of the highest standard. There are systems in place to ensure there is oversight of the quality of domiciliary support delivered. However, improvements are needed to ensure the service fully meets all of its regulatory requirements in relation to CIW notifications and care worker contracts of employment.

## Well-being

People contribute to and have a voice in decisions that affect them. People told us there is good contact and communication with the manager. There are assessment and support plans which people contribute to, and care workers actively follow. Care workers understand the importance of maintaining and developing people's skills and abilities. People also informed us that there is good continuity of care and generally they are allocated the same care workers. A relative told us *"they are fabulous and all the carers are great with us. Management are really supportive and helpful with good communication"*. Another relative said *"no complaints or concerns and really happy with the service provided. The carers always turn up on time"*.

The service is well run and managed. There is clear oversight from the RI and manager. All care workers told us they have a positive working relationship with managers, feeling supported and listened too. We saw documented quality audits and checks are completed by the RI on a regular basis. The current statement of purpose accurately reflects the service provided. There is a clear and detailed service user guide which is available in different formats on request. The RI needs to ensure all regulatory matters requiring a notification are made to CIW promptly. Also that care worker contracts are reviewed regularly and according to current guidance in relation to zero hour contracts.

People are protected as far as possible from abuse and neglect. There is a detailed safeguarding and separate whistleblowing policy that are reviewed regularly. All care workers told us they understand and have received training in relation to safeguarding and infection control. Care workers also receive training in relation to manual handling, first aid and medication administration. The training matrix evidences that nearly all care workers are up to date with their training. Care workers told us they received a good induction when they started in the service. There are robust infection control procedures in place.

## Care and Support

The service provides a good standard of care and support to people. We spoke to people receiving a service and relatives. All spoke highly of care workers and managers. One relative told us the care workers *“are fabulous and all are great with us. Management are really supportive and helpful with good communication”* and another *“always someone on the phone when needed and communication is really good”*. An audit was completed of three care worker files as part of the inspection. We saw safe recruitment processes are in place including Disclosure & Barring Service (DBS) and identity checks.

Individuals are supported by competent and well trained care workers. We viewed records confirming care workers receive core and regular refresher training in line with the Statement of Purpose (SOP). This includes safeguarding, moving and handling, infection control and also more specialised training such as epilepsy and dementia. Care workers spoken to confirmed they had received a thorough induction process when they started in the service. This aligns with the Social Care Wales Induction Framework (SCWIF).

The service provider considers a wide range of information to confirm the service is able to meet people’s needs. We viewed three care files and all contained detailed and thorough information regarding people’s care and support needs. The service completes an initial assessment to ensure it can safely meet support plan requirements. The manager also visits people in their homes where appropriate to provide information about the service and give contact details. There is a clear and detailed service user guide available in different formats and in Welsh. It contains detailed information regarding service provision, complaints process and contact information. Care worker rotas are managed by an electronic call monitoring system. The provider is looking at mobile ways to allow care workers safe access to the online electronic care planning system. There are detailed paper support files kept in people’s homes which contain copies of support plans, daily recordings, contact information etc. We viewed a sample of care worker daily recordings and found them to be detailed and clear.

## Leadership and Management

There are good oversight and governance arrangements in the service. The RI works in the service alongside a dedicated and experienced manager who is registered with SCW. Both have a strong and supportive presence in the running of the service. All people and relatives confirmed communication with managers is very good. We saw detailed reports that document consultation with people, relatives and care workers on a regular planned basis. These give a good overview of the quality of service provided. Care workers spoken to told us they receive good support from managers. One care worker told us “*supported very well, good employer and support from manager*” and another “*supported really well*”. Care workers told us they receive regular, planned supervisions and appraisals. We also saw an overview of all supervisions and appraisals which are planned and take place within regulatory timeframes. All care worker files viewed had zero hour contracts in place despite some working for many months in the service. We have requested this is reviewed with individual care workers to establish their choice for this to continue or not. Whilst no immediate action is required, this is an area for improvement and we expect the provider to take action.

Appropriate policies and procedures are in place to ensure care workers are aware of their responsibilities. We viewed a selection including safeguarding, whistleblowing and the service user guide. All are regularly reviewed and updated, detailed and clear. We also looked at safeguarding, compliment and complaint information. We read the current statement of purpose (SOP) which is an accurate reflection of the service provided and regularly reviewed. We saw clear information is provided to people at the start of service regarding how to make a complaint and the process for addressing. We saw a file containing many compliments and were informed there are no current complaints. However, we saw Care Inspectorate Wales (CIW) had not been notified of a previous incident involving the Police as required by regulation. Whilst the matter has now been concluded this is an area for future improvement and we expect the provider to take appropriate action.

The service has robust and well established infection control procedures regarding Covid 19. We saw good stocks of personal protective equipment (PPE) in the office. We were informed all care workers are completing routine testing in line with current national guidelines. The service has not been impacted negatively by Covid 19. There are clear and detailed policies regarding infection control and Covid 19 that are updated regularly and as required.

## **Environment**

The quality of environment is not a theme that is applicable to a domiciliary support service. However, the service operates from a self-contained secure office with good facilities for staff and off road parking. Rooms seen are clean and well equipped, with suitable space for record keeping and locked filing cabinets for the storage of confidential information.





### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
60	The provider is non compliant with regulation 60 because of failure to notify CIW of a matter requiring	New

	an online notification to be submitted.	
42	A CIW inspection audit completed on 1st February 2022 found that all domiciliary care workers remain on zero hour contracts of employment despite working in the service for longer than three months. The domiciliary workers have worked longer than three months, the service continues to provide care and support under contractual arrangements and there are no outstanding performance issues to address. The care workers are not employed under a contract for services self employed arrangement.	New

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