



## Inspection Report on

**Westcountry Case Management Ltd Western Bay**

**Westcountry Case Management Ltd  
Lower Little Green  
Shute Hill  
Teignmouth  
TQ14 9QL**

## **Date Inspection Completed**

24<sup>th</sup> August, 2022

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## About Westcountry Case Management Ltd Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	Westcountry Case Management Ltd.
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes. 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

Westcountry Case Management (WCM) provide a bespoke service to each client, enabling people to maximise their potential and achieve their best level of independence. This is supported by information seen and feedback from clients' representatives who commented: *"I am more than happy with the service provided by WCM. The whole process from set up to today, has been smooth"* and *"All staff are everything, I had hoped for"*. Staff comments included: *"support workers feel valued"*; *"communication is always good"* and *"very professional"*. The clients or their representatives (including lawyers, professional deputies and litigators) employ their support staff. WCM recruit, train, supervise and monitor them on behalf of the clients. WCM support adults and children with a wide range of clinical needs often resulting from progressive and neurological conditions such as acquired brain injury, spinal cord injuries and cerebral palsy. The manager and responsible individual (RI) of WCM have direct and regular contact with the clients and their representatives and understand their needs and aspirations. They have case managers (all qualified healthcare professionals such as occupational therapists and physiotherapists) who co-ordinate all the services needed by a client, often involving a multi-discipline team of professionals. Where suggestions have been made during the inspection process, WCM have taken prompt and thorough action.

## Well-being

Clients receive the support they need to ensure their rights and entitlements, find ways to gain maximum control over their lives, and to meet their developing needs and goals. WCM's role is to assess the needs of each client (which are often complex and require input from many professionals to meet them) and arrange and co-ordinate the provision of the required services. They state that clients' views, opinions, choices and preferences are at the centre of service planning and delivery, and this was confirmed by clients' representatives who commented that the client was: "*..involved with the process from the day we decided to set it up...*" and "*..fully involved with every decision that was made*". Clients' physical and mental health, emotional well-being and independence are at the heart of what WCM do, and they seek creative ways of achieving each client's aims. WCM's stated aims include inspiring clients, relatives and professionals and enabling people to achieve their goals. Their philosophy includes respect for human rights, equality and diversity.

Clients benefit from WCM's holistic assessment and the report they produce (Initial Needs Assessment (INA)) which includes goals, recommendations and costings and is used by the courts. Personal plans are comprehensive and easy to follow, with clear references to other more detailed documents about specific aspects of care. Clients have individual risk assessments which are comprehensive and include benefits to the client of taking the risk. One client commented: "*..deal with things like risk management well*". WCM aim to develop client confidence through their care packages which respect the clients' cultures and preferences. They meet clients' language needs by providing support staff who can communicate in the client's preferred language, including sign language, and can undertake bespoke recruitment for this if needed. They can also translate and adapt written correspondence and documents to suit the needs of the client. Clients have complex needs that can change regularly. These are identified during regular reviews or when needs change, and changes in support are implemented as a result.

Clients are protected from abuse and neglect. WCM state that safeguarding their clients is a primary concern. Staff are trained in safeguarding and have clear policies and procedures to guide them in recognising and reporting possible abuse and protecting clients' well-being. Safeguarding is a topic on every meeting agenda. Clients are also protected from the risk of infection by appropriate protective clothing being provided and staff using it. A covid vaccination log is maintained for clients and staff.

## Care and Support

Individuals benefit from bespoke care packages to meet their needs, and from being the focus of their assessments, reviews and personal plans. They have a dedicated team of staff, rather than staff going from client to client. WCM state that they support people with compassion and kindness. This was confirmed by a relative who said that the client “*..gets on so well with each one..*”.

Clients benefit from well trained and well supported staff identifying and arranging provision of their individual care and support to aid their rehabilitation and develop their skills and interests. Staff receive comprehensive training relevant to the client they are working for, and they are also supported with regular supervision and meetings. This was confirmed by staff who said “*..they support you in all training and are there if and when you need anything..*”. Most clients have complex needs and WCM’s role is to organise multi-discipline teams (MDT) of professionals to meet the individual’s needs, and to organise regular meetings to discuss the client’s changing needs and development. The MDTs include such professionals as physiotherapists, occupational therapists, speech and language therapists, GPs and social workers, with some clients requiring input from all of these. Clients receive their medication (where appropriate) from well trained staff. There are monthly audits of the medication administration records sheets with a comprehensive template to record findings. The six detailed monthly reports seen, clearly show any errors, action taken and follow-up from the previous month.

Clients’ well-being is enhanced by WCM recognising that encouraging independence can come with risks and that individuals should not be prevented from taking risks. They also record benefits to the client of taking the risk. A client commented: “*.. risk assessment which promotes positive risk taking for me, ensuring freedoms whilst maintaining safety*”. Comprehensive risk assessment templates confirmed this. Clients are protected by WCM infection control and health and safety policies and procedures, in which staff are trained.

## Environment

This theme does not form part of the inspection remit for domiciliary support services as the services are provided in the clients' homes. WCM have procedures regarding entry to clients' homes which protect the client. There is a comprehensive key holding policy including information regarding key safes, and staff have identity cards an example of which was seen. Staff complete an initial, comprehensive risk assessment form regarding the safety of the client's premises. An example confirmed this. Clients benefit from use of equipment which is maintained and serviced with comprehensive records of this for each item of equipment. WCM operate from an office in England from which they manage all their services in Wales. They state that storage of records is GDPR compliant. Paper documents are stored in lockable cupboards and all electronic information is cloud based. Meetings with clients and staff, and staff training, are arranged at locations convenient to the staff.

## Leadership and Management

WCM have a clear management structure and established systems in place to support the smooth operation of the service. This was supported by a staff comment: *"I do feel valued by WCM, they appreciate the work I do.."*. The RI produces regular, comprehensive reports, covering the areas required by legislation. The company is financially stable as their activities are fully costed then approved by the courts who award the clients' funds. They have a clear understanding of the legislation regarding which of their services need to be registered, although some documents needed to be amended to be accurate and specific to the Welsh legislation. They had already taken much action on this and had agreed further action to complete this exercise. Staff are supported with a wide range of policies and procedures. Most of these were checked as part of the post-registration follow-up and detailed feedback given.

WCM organise recruitment on behalf of clients or their representatives, and then have ongoing involvement in staff training, supervising and monitoring. Their recruitment procedures need some amendments to be fully compliant with the legislation. Details were provided and the manager agreed to make these amendments.

Staff feel well supported by WCM and comments included: *"I have received the support when needed from WCM.."*; and *"I am more than happy with WCM."*. Records showed that the company provides appropriate training and this was confirmed by staff who said: *"All my training is up to date, and is monitored regularly by HR.."* and *"..I have sufficient training to carry out my job"*. Supervision records indicated comprehensive individual sessions with good rapport and evidence of reviews. Staff are also supported by regular team meetings and commented that they are open discussions in which all staff can have input and any suggestions they make are taken onboard and usually actioned. An example was regarding formalising staff being paid for arriving early for handovers and this was agreed and implemented.

Staff are also supported with an excellent monthly newsletter containing a wide range of articles and information on relevant topics. This is considered good practice.

WCM state that they see complaints as an opportunity for learning and improvement and as such encourage client and other feedback. Records are kept and analysed.

Although WCM have extensive systems and arrangements for monitoring and gaining feedback on their work, they have not produced a report for the provider on their review of all this information and their analysis of it regarding the quality of their work. They are in the process of developing this.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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**Date Published** 14/09/2022