Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

I-Care Western Bay

Pembroke House, Charter Court, Swansea, SA7 9FS

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Date(s) of inspection visit(s):

02/05/2025, 30/04/2025

Service Information:

Operated by:	I-Care Dom Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

I-Care Western Bay Domiciliary Support Service is a well-established service for adults based in the Swansea and Neath Port Talbot area. People receiving the service told us they were extremely happy with the care and support provided by the service. They told us the service they receive is timely, effective and reliable. Evidence to support this was seen by us throughout the inspection. The Responsible Individual (RI) and the manager have an extremely strong presence within the service, and they support staff through formal and informal discussions.

People experience excellent wellbeing outcomes as the service actively promotes independence. People are supported to do the things that matter to them in a person-centred way. The care and support people receive is excellent, and people tell us their experience of being supported by the service is very positive. Leadership and management of the service is excellent. The service is extremely well led and has a positive culture of promoting the well-being of the people it supports along with its staff. Since the last inspection, we have seen further implementation of staff training, and the service demonstrates an outstanding commitment to training and staff retention. This ensures people are supported by staff who have the necessary expertise, skills and qualifications.

Findings:

Well-being — Excellent

The service provides excellent care and support, and people speak very positively about the service, and the care and support they receive. People develop a good rapport and positive relationships with care staff. The service provider supports people to identify their well-being outcomes which inform the development of the personal plan. Records show people are empowered to achieve their identified wellbeing outcomes. We saw care staff consistently involve people in day-to-day choices such as choosing meals and what to wear. The manager and the RI work regularly in the service alongside care staff, often attending calls, or visiting people in their homes. This enables them to build relationships with people and seek feedback about the quality of the care provided. This in turn helps to inform and drive any improvements needed. The service has very good staff retention, allowing for consistency of care provided.

People live healthily and safely with control over their lives. People have a very strong voice throughout the service and lead in their support arrangements. People told us they are fully involved in decisions about their care and are routinely involved in the review of their personal plan. We saw clear evidence of this throughout the inspection. Personal plan reviews take place at least quarterly, and people are asked to give detailed feedback about their care. Any improvements noted from this are always acted upon by the management of the service. People and their relatives told us *"We are fully involved in the care and know who to contact in the office if we have any concerns".* People have access to clear, concise and relevant information about the service which is delivered in a variety of formats. This includes brochures, face to face discussions and telephone calls. Information about the service is also available in Welsh.

The provider ensures people are safe and protected from harm and abuse. Care staff receive training in protecting vulnerable adults and the service provider has thorough, comprehensive policies and procedures in place to support this. Staff spoken with have excellent knowledge of their responsibilities regarding safeguarding people and know how to report any concerns they may have. Personal plans and risk assessments are in place, written to a high standard and consistently reviewed with involvement of the person and their representatives. People told us they feel safe and respected by the care staff visiting them. A person using the service told us, *"The carers are fantastic and always very kind, they always make me smile".* Care staff are recruited safely and robust background checks completed prior to employment starting. The service works closely with health and social services, reporting and referring issues as they arise. Advice and guidance from other professionals are acted upon and used to inform personal plans.

Care & Support — Excellent

The provider delivers exceptional quality of care and support to help people achieve their personal outcomes. The provider considers if it can meet people's needs prior to the service starting by using comprehensive assessments, and we saw examples of these. Personal plans are co-produced between people and/or their representatives and the service provider. People's preferences and individual needs are clearly recorded in highly personalised plans. This enables staff to provide care and support in a way people prefer. People or their representatives are heavily involved in the review of their personal plans and people's wishes are respected throughout these reviews. We spoke with people who told us *"We are both fully involved in the review process and feel very much included"* and *"There is nothing I would change with the care, I'm happy with everything they do".*

Highly motivated and dedicated care staff provide people with continuity of care and support. Staff are highly knowledgeable about people's health & social care needs and demonstrate a patient, empathetic and values led approach. We saw warm and respectful interactions from care staff to people, and they were understanding of people's care and support needs. People told us *"The carers always go above and beyond, I'm always satisfied, they always make time for me,"* and *"The carers are excellent, I don't know what I would do without them".* We saw care staff work in partnership with healthcare professionals in relation to meeting people's care needs, including delivering end of life care.

The service's robust approach to safeguarding helps to protect people from harm and abuse. There is an open and honest culture within the service. People and care staff are very knowledgeable on how to report concerns and are very confident the management of the service will deal with these effectively. Staff complete safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. The service has an up to date and comprehensive safeguarding policy in place which reflects the Wales Safeguarding procedures.

The provider ensures high standards of hygiene practices through effective oversight, minimising people's risk of infection. There is a comprehensive and thorough infection control policy in place which is reviewed annually. Staff receive training in infection control, and we saw the appropriate and pro-active use of personal protective equipment (PPE). People told us staff always follow good hygiene practices and use PPE when supporting them with their care needs.

Leadership & Management — Excellent

The service provider ensures there is a very strong, positive culture which is supportive, inclusive, and respectful so people can have high levels of confidence in the service. The long-standing and experienced management team are committed and passionate about the people receiving a service and the staff team. The service is underpinned by strong values, placing people at the heart of the service. Leaders are highly visible role models as they guide the strategic direction of the service. The RI and manager have excellent oversight of service delivery. They maintain strong working relationships with others in the sector. Care workers referred positively to the management team telling us *"I feel very well supported by my manager"* and *"It's a very supportive place to work".* People and relatives said, *"We feel very confident in how the service is managed"* and *"The service is excellent, don't know what I'd do without them".* The service arranges regular staff meetings, and the success of the team is recognised and celebrated. There are very strong systems in place to support staff in their roles. These include regular supervision, open communication, high quality training and annual appraisals.

The service has highly effective quality assurance arrangements in place to ensure people receive a service tailored to them as individuals. The management team have extensive contact with people, their relatives and staff. This includes carrying out regular care calls to support and guide staff. We found key areas such as Medication Administration Records (MAR), accidents/ incidents, care and staff files are closely monitored. The RI is based at the office and completes comprehensive quarterly and six-monthly reports. These are informed and draw on a range of information gathered by themselves and the wider management team. They also engage commissioners and other professionals in the very strong quality assurance processes. The RI and manager regularly assess the services performance in operational meetings to identify areas where improvements can be made.

The Statement of Purpose (SoP) is comprehensive and clearly states what people can expect from this very high-quality service. There is also a written guide to the service which provides people, their relatives and professionals detailed information to enable them to make an informed choice. These documents are also available in Welsh. Throughout the inspection it was clear the SoP and written guide are fully reflective of the service provided. People can expect the same staff consistently and any unplanned absences are covered with minimal disruption. People feel very confident they can raise any concerns and told us communication is "*Excellent*". We saw staff follow robust company policies and procedures, which supports significant, positive outcomes for people.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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