Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Domcare@Fieldbay (East)

Ringwood House
Dents Hill
Newport
NP19 9ED

Date Inspection Completed

23/07/2024

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About Domcare@Fieldbay (East)

Type of care provided	Domiciliary Support Service
Registered Provider	CPI Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	15 August 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People who use the service speak positively about the staff and about what they do. The care and support provided by the agency depends on each person's individual needs. Staff are trained and supported to fulfil their roles. They work effectively in collaboration with external professionals to manage risks and to meet people's needs.

The service is well managed and overseen. Communication and record keeping is good overall, evidencing the support delivered. There are processes in place to monitor the quality and effectiveness of the service. Policies and procedures ensure people and care staff have access to important information. The service provider continues to train staff so that they can all make the best use of the electronic care monitoring system in place.

The service provider has a robust management structure and established systems in place to support the smooth operation of the service. The Responsible Individual (RI) left the service recently, and the service provider nominated a new one to manage the transition and ensure an experienced senior officer continues to have oversight of the service. We noted, they started familiarising themselves with the service by meeting people who use it and staff.

Well-being

People who use the service have choices about the care and support they get and about doing the things they like. People spoke to us about what matters to them, how they spend their days and about the support they receive from care staff. People engage in a range of activities in their homes and in the community. We saw the people we visited pursuing a range of activities. Our observations and discussions with staff show they cater for people's preferences and because they know them well, can anticipate their needs. What people want and need on a day-to-day basis and in the long-term is recorded in their care documentation. The RI seeks feedback from people when they visit. The service provider gives each person a 'Service Users Guide' which outlines the support they can expect. It also gives them details of people and agencies they can contact if they have any concerns.

People receive support to ensure their physical and mental health is as good as it can be. Records show people are supported when necessary with their personal care, to eat and drink well and to take their medication. We observed staff prompting people or fully supporting them depending on each person's needs. Care workers monitor people's health, and referrals and appointments with health professionals are arranged when necessary. People are encouraged to make choices, to be active and to maintain meaningful relationships.This promotes their emotional well-being.

The provider has systems in place to ensure people are protected from abuse and neglect. Care staff and managers are trained in safeguarding and have clear policies and procedures to guide them. The provider is proactive in reporting any concerns and works collaboratively with local safeguarding teams and other external professionals to keep people safe. We saw evidence of the provider taking appropriate action to keep the people they support as safe as they can be. This includes completing risk assessments and seeking advice from external professionals.

Care and Support

People receive the support they require when they need it. We observed care workers supporting people and saw warm exchanges. Care staff are encouraging and reassuring, and demonstrate a good understanding of people's needs. We observed people are settled and appear content in their own homes. Many people enthusiastically speak about the activities they are interested in and pursue. They also talk about plans they have, this included attending social events, shopping trips and going on holiday. One person spoke to us about the support they got to exercise their rights as a citizen. In addition to the support people receive from the agency, they access a range of services from external professionals when necessary.

There is documentation in place for each person. It reflects information gathered from people, their representatives and health professionals. It includes information about what matters to people, their wishes and aspirations for the future. Detailled personal plans are in place for the areas in which people need care and support. Where there are risks, these are assessed and steps to mitigate them are listed. These plans and risk assessments give detailed instructions for care workers to follow. Staff record the daily care and support delivered to each person. People's documentation shows their plans are reviewed. The service provider uses an electronic care monitoring system. We discussed with the manager and nominated RI the work they are undertaking to ensure the agency makes best use of the system's features so that records are the best they can be for each person.

Care staff and managers keep people safe by following clear policies and procedures and taking swift action when needed. Records show managers deal promptly and appropriately with concerns and incidents. As and when necessary they liaise with the relevant external professionals and agencies. When people lack capacity to make decisions for themselves, managers work closely with agencies and/or representatives who hold the legal powers to make decisons on their behalf.

Leadership and Management

The service provider has a good management structure and established systems in place to support the smooth operation of the service. The RI oversees the service provided by the agency, seeks feedback from people who use the service and completes the necessary reports. The RI left the service recently, and the service provider has nominated a new one who is experienced. We noted this ensures there was no break in the oversight of the service. Staff spoke positively about the outgoing and the incoming RI. A manager registered with Social Care Wales (SCW) is responsible for the overall day-to-day operation of the service. Area managers and local managers assist them. We saw evidence on ongoing audits and quality of care reviews.

The service records we examined contain information which relates to the care and support provided and to people's accommodation. For example in the 'Service Users Guide' and in the quality of care reports. We discussed with the nominated RI how this can be confusing for people who use the service, their families, and other agencies as it makes it diffcult for them to know who is responsible for the domiciliary support services and who is responsible for housing mattters. They told us this will be reconsidered.

The service provider carries out checks when recruiting staff. The records we examined show these include carrying out a Disclosure Barring Service (DBS) check, seeking references and obtaining an employment history. In one instance we noted discrepancies between employment dates and a relevant reference not sought. We discussed the robustness of the checks with the manager and nominated RI. They told us they are working with the central office to make the necessary improvements. We will follow this up at our next inspection.

Staff are inducted, trained and supported to fulfil their roles. Records show staff receive an induction and take part in ongoing training. Many staff we spoke to were positive about the service, the support from managers and the training they receive. A new member of staff told us about the induction they have had and how it helped them and better equipped them to support people. Staff's induction and training includes classroom training and shadowing experienced care workers. Staff at all levels also told us they are supported by colleagues and teamwork is good.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A
80	We saw evidence of ongoing audits and quality of care reviews. However, findings are not collated into a six-monthly and an annual quality of care report.	Achieved

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