Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Swansea Bay Home Care Services

Cambrian Complex, Ystrad Road, Swansea, SA5 4HJ

01792274003

**Date(s) of inspection visit(s):** The inspection visit took place on 12/09/2025

## Service Information:

| | |
|---|---|
| Operated by: | Swansea Bay Home Care Services Ltd |
| Care Type: | Domiciliary Support Service |
| Provision for: | Supported Living |
| Registered places: | 0 |
| Main language(s): | 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 | Good |
| Care & Support | Excellent |
| Leadership & Management | Good |

## Summary:

Swansea Bay Homecare Services ltd is a Domiciliary care service which operates from offices in Fforestfach, Swansea. The service provides support for people in their own homes across the Swansea areas.

People experience good well-being. People are treated with dignity and respect by the care team. People have a voice and are listened to and contribute to the planning of their care and support. The support they receive enables them to remain as independent as possible in their own homes.

Care and support is excellent. Care plans are well written with comprehensive and detailed information about people and what matters to them. People are very complimentary about the care workers and the support they receive. People feel safe with the care workers who support them. There are effective arrangements in place to support people with medication.

Leadership and management is good. There is a valued, highly experienced and respected manager in post who is supported by the Responsible Individual (RI) and care coordination team. There are robust procedures in place to recruit, support and train staff effectively. There are consistently effective tools in place to oversee the service successfully to ensure it continuously meets the needs of people.

# Findings:

## Well-being — Good

People live healthily and safely with control over their lives and are treated with dignity and respect. Swansea Bay Homecare Services encourages people to be involved in their care from the initial meeting of assessment through to reviews of personal plans. Family members are invited to support with this as and when needed. Personal plans contain very good information about people and what matters to them, which enables care workers to engage in meaningful ways, reassure them when needed and support them effectively. Care staff are well trained, and people commented on how competent they were in their jobs whilst maintaining a friendly and comforting approach. People overall are happy with the times of their calls and are complimentary of the reliability and consistency of the service. There is good communication between people and the office and those spoken with were very grateful for the care they receive and how they would struggle without it.

People are safe and protected from abuse and neglect. Care workers complete mandatory training which includes safeguarding and those spoken with have a good understanding of their roles and responsibilities to report any concerns. There are policies and procedures in place to ensure the smooth running of the service. There are effective procedures in place to ensure care staff are recruited and vetted safely to work with people in their own homes. People told us they feel very safe with care workers who support them. The service has security arrangements in place to ensure documentation is stored securely.

People are supported to cultivate safe and healthy relationships. People were overwhelmingly complimentary about the care workers who support them and most deemed them as friends. These good rapports with people enable staff to detect any changes in people should they need medical attention or additional support. Care provided to people is consistent in timing of calls and with regular care workers who they know well. There is effective communication between people and the office which gives people more control over their lives to plan what they want to do accordingly.

There is currently no demand to provide the service in Welsh, although a few care workers can speak Welsh. The provider is committed to support the Welsh active offer should the demand change in the future.

## Care & Support — Excellent

People receive excellent care and support from Swansea Bay Homecare Services which supports them to achieve their personal outcomes. People consistently report positive experiences, reflecting a person-centred approach that promotes well-being and autonomy. Personal support plans are regularly reviewed and updated in consultation with the individual and their family members, ensuring care remains responsive to changing needs. Each plan includes a 'Pen Picture' that captures the individual's life history, personality, and current preferences, supporting a holistic and dignified approach to care This personalised care is evident in feedback such as "*Excellent. Excellent they are!*" and "*They are like family,*" highlighting the service's family-focused ethos. Families feel well supported alongside their loved ones. people describe staff as "always go out of their way to help." The senior leadership team, office staff, and care workers maintain clear and consistent communication with people. Regular visits are undertaken by senior staff to review care plans and ensure procedures are followed effectively.

People are protected from harm and abuse. Care workers wear uniform when providing support and are easily recognisable to people. They have developed very good relationships with people and are able to recognise if they have any signs of ill health or stress to be able to ask if all is ok. All care workers undertake mandatory safeguarding training and know their responsibilities to report any concerns they may have. The provider has a safeguarding policy and procedures in place that are reviewed routinely to reflect the guidelines set out by the local authority.

There are effective procedures in place to ensure medication is safely managed. Personal plans clearly identify the level of support with medication needed by people. Appropriate medication administration records (MAR) are in place alongside their personal plans to accurately record medication support given. We viewed MAR's during visits with people and found these were completed effectively with no gaps visible. Supplementary medication prescribed when needed is added to the MAR by the prescribing pharmacy. Care staff write records at each visit and these along with the MAR charts are audited on return to the office to check for any gaps or identify any issues requiring follow up. MAR charts are then submitted to the local authority medication management team for further oversight. The service provides all care workers with sufficient supplies of personal protective equipment (PPE) to ensure any risk of cross infection is minimised, people confirmed these were always used when they were being supported with personal care.

## Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective governance and oversight to ensure the smooth running of the service. The office coordination team, manager and RI all work hard to ensure things are up to date in the service. The provider has a transparent approach and communicates any issues as they arise with the relevant teams. Records viewed e.g. care files, personnel files and training records were overseen by summary charts with traffic light colour coded due dates for items such as personal plan reviews, spot checks, supervision, car docs and more. All areas marked in Red as due had been followed up with actions in place to rectify them. The service responds promptly and appropriately to any issues raised, resolving them in a manner that upholds the dignity, rights, and voice of the individual. Leadership is described as both responsive and personable by people and their families, ensuring consistent effective care and support. Policies and procedures are in place for the running of the service; the Statement of Purpose (SOP) reflects the service well and is available in all care files. The RI is aware of the need to include feedback from people in their quarterly reports as this was missing. And the frequency of the Quality-of-care review needs to be completed every six months going forward as this was overdue.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. The service conducts thorough background checks and identity checks as part of their recruitment. Personnel files viewed, contained evidence of this as well as up to date Disclosure and Barring Service (DBS) checks. Staff complete multiple training modules to support them in their roles, and the training matrix showed most staff are up to date with all the training available to them which is sufficient for them to work effectively. We saw records of routine quarterly supervision, community spot checks and annual appraisals in staff files and feedback from staff was very positive. Comments included: "*I Feel supported and was provided with essential training before starting work*", *it's nice working here"* and *"Swansea Bay home care is the best".* Care workers have sufficient time to do their calls to meet the needs of people which was evident of the feedback received throughout the process of the inspection. Electronic call monitoring was viewed and showed sufficient travelling time for care staff to get to their calls and there is good observation of this taking place to ensure care staff were at their calls at the right time.

# 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.

**CIW has no areas for improvement identified following this inspection.**

**CIW has not issued any Priority action notices following this inspection.**

***Welsh Government © Crown copyright 2025.***
*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk*
*You must reproduce our material accurately and not use it in a misleading context.*