Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

South Wales Branch My Care My Home

Room R4 Alder Suite, Mamhilad Park Estate, Pontypool, NP4 0HZ

02921673590

www.mycaremyhome.co.uk

Date(s) of inspection visit(s):

Service Information:

Operated by:	My Care My Home Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:

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

Summary:

South Wales Branch My Care My Home are a domiciliary support service offering excellent care and support to people in the comfort of their own homes in Gwent.

The service provider has been rated ‘excellent’ in the theme of ‘Well-being’ as it goes above and beyond to promote the National Well-being Outcomes to help people achieve emotional, mental and physical well-being.

The service provider has been rated ‘excellent’ in the theme of ‘Care and Support’ as people receive exceptionally good care to help them achieve their personal outcomes. People have as much control over their lives as possible and are fully involved in the decisions that affect their them.

The service provider has been rated ‘excellent’ in the theme of ‘Leadership and Management’ as people are supported to achieve personal aspirations and outcomes which positively impact their quality of life due to the service provider having highly effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care.

Findings:

Well-being — Excellent

People are treated with dignity and respect by familiar and dedicated care workers. They have choice and control over their day-to-day lives and are aware of their rights and entitlements. A comprehensive Service User Guide (SUG) and Statement of Purpose (SoP) clearly outline people's rights and what they can expect from the service delivered. The provider goes above and beyond to ensure people and their representatives are fully involved in the decisions that affect them, ensuring their voices are respected and acted on. They are encouraged to embrace their identities and unique characteristics, and this is captured in people's personal plans. People are supported to maintain and sustain important relationships with family, friends, and other important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in peoples' lives. People are actively supported to identify their well-being outcomes and are supported to achieve these. These outcomes are highly personal and help staff deliver tailor-met care and support. Well-being outcomes are reviewed every three months to ensure they are still important to people.

People offered excellent feedback about the service provider. One person told us *"[My Care My Home] are absolutely brilliant. I can't praise them enough."* People appreciate the thoughtfulness and kindness of care workers. One person told us *"[They] do everything I need them to do – they are so kind. Sometimes I take a bit longer to do things, but they never make me feel rushed or uncomfortable."* People feel confident raising any concerns with the service provider and told us any issues are quickly resolved. People and their representatives feel in control of their care and told us care workers listen to their requests. One person told *us "Nothing is too much trouble for them. They are spot on with everything they do."*

People are encouraged to remain independent for as long as possible in the comfort of their own homes. Independence and choice are promoted through proactive risk management and this is reflected in personal plans. People are supported to maintain physical and emotional well-being in a way that suits them best. The service provider works in close partnership with external stakeholders and professionals to achieve the best outcomes for people. This may include seeking professional help in a timely way when people's health needs deteriorate.

People are safeguarded from harm and neglect. There are effective mechanisms in place to ensure risks are properly managed and any concerns are identified and addressed in-line with safeguarding protocols. Staff are recruited safely and are regularly asked if they have any safeguarding concerns. Staff undertake necessary safeguarding training, meaning they know how to identify and report a safeguarding concern. Prompt and proactive disclosure of safeguarding concerns by staff have benefited people and has helped to keep them safe.

The service provider promotes the use of creative practices to meet people's communication needs. This includes the use of translation software for people who do not speak English. Whilst the service provider does not currently support people who speak Welsh as a first language, it welcomes Welsh-speakers.

Care & Support — Excellent

People receive consistently excellent quality care. The service provider thoroughly assesses their needs, preferences, and personal outcomes before agreeing to provide a service. This is reviewed within four weeks of care being commenced to ensure the service can effectively meet people's needs. The service provider liaises with other professionals already involved in people's care to gather useful information required for staff to deliver safe and effective care and support. People are significantly involved in the planning and on-going care process. Personal plans are co-produced with people and their representatives and include what is most important to them. Personal plans also include comprehensive social histories as well as people's preferences, routines, and beliefs. This level of detail provides staff with the information necessary to deliver tailored and person-centred care and support. Personal plans are reviewed at least three-monthly, or sooner if needs change.
People have meaningful interactions with staff who know them well. Staff are skilled and have a good understanding of people's individual needs and preferences, as well as values and beliefs which can influence how a person may want to receive care and support. People's care and support times are allocated in schedules based on their personal plans and individual needs. Care staff consistently achieve all personalised tasks and make records of each visit. People are informed of alterations to the schedules and have access to the staff roster, so they know which staff member is supporting them. People and their representatives can see care being delivered in real-time using a mobile app. People's representatives told us this offers them reassurance as they know their loved one has received support and is safe.

People's key health needs are promoted. The service provider uses strong links with external professionals and seeks timely advice for appropriate care and treatment to ensure people maintain well-being whenever possible. Staff are aware of their role in health and safeguarding promotion. People are kept safe from harm and abuse, and any concerns are listened to, reported, and investigated thoroughly. People feel secure knowing staff understand their safeguarding responsibilities.

People receive their medication as prescribed and in accordance with national guidelines and the service provider's medication policy. People receive medication in a person-centred way considering choice, individuality, and independence. The service provider seeks ways to promote medication self-administration independence for as long as possible, including individualised administration methods. Medication audits are completed to ensure consistency of practice and good standards are maintained. People are protected as much as possible from the risk of infection. There is an effective approach to assessing, managing, and preventing the risk of infection as outlined the service provider's own policies and people's individual risk assessments.

Leadership & Management — Excellent

People have high levels of confidence in the service provider. Leaders promote and sustain a positive culture that is supportive, inclusive, and respectful of people and staff. Leaders use highly effective monitoring systems to drive continuous improvements in the service. These include audits of care and support provided, visits to the people using the service, and feedback from people and staff. Highly detailed analysis of audit findings and robust action plans are used to uphold high standards of care and support, resulting in highly effective and sustainable improvements for people. This ensures people's well-being outcomes are consistently very good. There are strong working relationships between people, staff, and the management team. People told us they feel comfortable approaching leadership with any feedback as they know it will be welcomed. The provider embraces a positive culture of openness and transparency, and where things go wrong, leaders take action and learn from mistakes. The provider's policies and procedures are robust and proportionate to the needs of people supported by the service. These policies and procedures are implemented by staff and reviewed regularly to ensure they align with current legislation and national guidance. The service provider keeps a comprehensive SoP under regular review to ensure it reflects the service being provided.

People achieve excellent outcomes because the provider has a strong commitment to ensuring appropriate numbers of skilled and knowledgeable staff. The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. All staff complete a thorough induction and undergo regular competency checks to ensure they remain suitably fit to work in the service. Staff training is monitored by leadership, and any lapsed training is identified and addressed in a timely way to ensure people are well cared for. Staff are well supported by the service provider through effective supervision sessions. There are effective processes to determine safe staffing ratios based on evaluation of people's needs. Rostering is effective and ensures people's calls are undertaken at the right time. People are involved in or notified of changes to the roster whenever feasible. In emergency situations, any alterations to the schedule are promptly communicated to people, and alternative staff are allocated, who are already familiar to people. Care and support is provided by a consistent group of staff who are attuned to people's unique preferences which results in very good working relationships.

Care staff offered highly positive feedback about the service provider. Staff feel well supported by leadership who they described as *"Great"* and *"Helpful."* Staff appreciate the positive team-working and good quality of the training programme. Staff described working for the service provider as *"Fantastic", "Really good",* and *"Absolutely great."*

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.

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.