Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Domcare@fieldbay ltd

Fieldbay (2019) Ltd, Chestnut House Tawe Business Village, Swansea, SA7 9LA

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www.fieldbay.co.uk

Date(s) of inspection visit(s): The inspection visits for this service took place between 03/10/2025 and 09/10/2025

Service Information:

Operated by:	ivolve DC 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 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:

Domcare@Fieldbay Ltd is part of the Ivolve DC Ltd. The service supports people whose physical, behavioural, or complex mental health needs require specialised care not provided by standard agencies.

People have excellent well-being outcomes as they continue to achieve a range of outcomes which extensively and positively affect their health and wellbeing. People's voices are consistently heard and respected by highly creative staff who ensure they contribute to and are fully part of the local community.

Care and support is excellent, with skilled staff building strong, trusted relationships. People are encouraged to express themselves and take part in decisions affecting them. Care planning focuses on strengths and outcomes, keeping individuals central to the service.

Leadership and management is excellent as they are highly effective in fostering a positive, respectful, and inclusive culture throughout the service. They are visible, value-driven leaders ensuring highly skilled staff continue to make a real difference in people's lives.

Findings:

Well-being — Excellent

Individuals benefit from high-quality staff support, which contributes to their physical, mental, and emotional well-being. People keep autonomy over their daily lives and are actively involved in planning, co-producing, and leading a range of activities and hobbies that reflect their personal interests. We saw staff engaging with individuals to determine their preferences for both current and future activities. There was clear evidence of person-centred decision-making, with individuals consistently taking part in choices that impact their daily routines. Feedback from people included statements such as, *"The service is very well run, I always do things I like doing,"* and *"I get a good service; it makes me happy."* Care workers were described as *"brilliant, friendly, and willing."*

A variety of outcomes were seen among individuals, affecting their health and wellbeing. Examples include volunteering in charity shops, adopting a healthy eating plan that led to weight loss, travelling abroad, and receiving emotional and practical support during substance misuse recovery. One person acts as a Tenant Engagement Officer, reflecting the perspectives of others; another was recently named as a finalist at an awards ceremony.

Care is delivered to a high standard, with person-centred plans that build on individuals' strengths. People and their representatives participate in quarterly reviews of these plans, ensuring needs are met and encouraging involvement in their development. Records show referrals are made to various health and social care professionals as needed. Professionals report high satisfaction with the service, and care workers receive comprehensive training tailored to those they support.

People are safe and protected from abuse and neglect. The service provider has robust safeguarding and whistleblowing policies and procedures, aligned to current legislation and national guidance. Staff showed a thorough understanding of their role and responsibilities. Care workers are recruited, inducted and supported robustly. People supported by the service tell us they feel safe and secure. People are very familiar with the care workers and highly value their relationships.

Leaders and staff significantly improve well-being and self-worth, fostering trust through a positive, respectful, and inclusive culture. The leadership and management team is accessible and highly effective.

Care & Support — Excellent

People are provided with excellent care and support by highly skilled management and care staff that know them well. We found staff have developed very strong and trusted relationships with people. Staff really understand their needs and preferences. This is supported by comprehensive up to date care planning information which is easily accessible and up to date. People told us *"Staff are amazing"* and *"they have made a huge difference to my life".* A relative said *"it's a fantastic service".* We saw care workers are dedicated to supporting people to improve their lives telling us *"I really love working with the people here"* and *"it's a great place to work".*

People are supported to speak for themselves and contribute to the decisions that affect their lives. Personal plans are outstanding, clearly showing people are extensively involved in developing and reviewing their goals and aspirations. These consider existing care and support plans provided by health and social care commissioners. Daily records are correct, up to date and strength based. The service ensures people have fulfilled lives supporting them in achieving their goals such as holidays abroad, losing weight and improving health and accessing volunteering opportunities. Records show the service provider ensures medical advice and professional help is looked for where needed.

A strong safety culture protects people from abuse and neglect, with openness and honesty at its core. Risk assessments are thorough, accessible, and promptly updated when needed. Safety concerns are addressed, investigated, and used to improve practices. Staff understand and follow safeguarding duties, supported by clear organisational policies on safeguarding and whistleblowing, which care workers fully understand.

Medication is managed in a person-centred manner that respects individual choice and independence. Robust policies are in place, and people are supported to self-administer medication with strong risk management and regular audits. Medication is stored safely, and care workers are trained and assessed for competence in supporting medication management.

Leadership & Management — Excellent

People have high levels of confidence in the service provider. The leaders make sure there is a very strong, positive, supportive and inclusive culture. We saw a very accessible and highly effective leadership and management team in place. They always make themselves available to residents and their staff. We found leaders drive a culture that makes a positive difference to people's lives. The service feels like one large happy family, where everyone is always made to feel welcome. It makes a positive contribution to people's lives. We spoke to several staff, whose comments include *"They are good managers. You can ask questions. The culture is positive, and I feel supported."*

People achieve excellent outcomes. This is underpinned by effective and dynamic leadership. We spoke to several residents who were overwhelmingly positive. Comments included, *"It's the best place I've ever stayed", "its made a huge difference to my life"* and *"they really do care".*

The important role of the responsible individual (RI) is being covered by an experienced member of the senior management team. The acting RI shows active governance. We saw highly effective oversight of the environment, care documentation, care workers and people supported by the service. This makes sure the service provides a high-quality service to people. The acting RI visits the service regularly, providing extensive ongoing support to the managers and staff. They are very accessible to people, professionals, staff and relatives and place great importance on the wellbeing of everyone.

The staff feel there is very strong support provided by their leaders. This was in evidence throughout the inspection. There are comprehensive and efficient systems in place to promote and support staff wellbeing and professional development. These include an effective induction process, daily communication, team meetings, regular supervision and annual appraisals. The provider makes sure regular and extensive training is based on the needs of people and the service. Staff are actively encouraged to develop in their careers and have access to continuous learning and further development opportunities.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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