Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Case Management Cymru- West Wales

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Date(s) of inspection visit(s):

03/06/2025, 15/05/2025

Service Information:

Operated by:	Case Management Cymru Ltd
Care Type:	Domiciliary Support Service
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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Case Management Cymru facilitates bespoke rehabilitation, and care and support packages to support people who have experienced significant personal injury, particularly brain injury. The service covers five geographical areas: West Wales, Western Bay, Cwm Taf, Cardiff and The Vale and Gwent. This report reflects our inspection of all five areas.

People receiving care and support from Case Management Cymru have excellent wellbeing outcomes because the service is tailored to individual need and goals for rehabilitation and ongoing support. Care and support is excellent because assessments and care planning is thorough, detailed and person-centred, identifying risk and threshold for intervention whilst promoting independence and positive risk taking where possible. Leadership and management in Case Management Cymru is excellent because the managers and Responsible Individual (RI) are fully involved in the running of the service and build great relationships with case managers and people receiving care and support. There is thorough and detailed quality assurance and dedication to maintaining excellent quality of service.

Findings:

Well-being — Excellent

People are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. There is a thorough and detailed assessment and care planning process, which depending on individual need, can range from short term rehabilitation to long term care and support. People and their representatives are consulted about their goals and aspirations, and an individual team of health professionals and skilled support workers is formed to work with the person in achieving those. Independence and choice is proactively facilitated by comprehensive risk management and positive risk taking. People can direct the level of support they receive each day

Support workers offer extra help in daily decision-making with attentiveness and empathy and using people's preferred communication methods. Each person's team of staff receive additional training in their communication method, such as using communication mats, BSL, Makaton, or 'eye gaze' technology. A preference for Welsh language is also facilitated where needed, as Welsh speaking support workers are employed to support Welsh speaking individuals. Welsh language courses are also offered to staff members if they wish to learn.

People maintain and improve upon their physical, mental, and emotional health because of the exemplary support they receive from support workers. There are rehabilitation coaches employed by the service provider, alongside case managers with Health and Social Care backgrounds. They liaise with a network of external health professionals such as occupational therapists, behaviour therapists and specialist nurses.

People have numerous opportunities to maintain, develop, and explore their interests, strengths, and skills. These opportunities encompass education, learning, employment, and leisure. Support workers encourage and facilitate people to be part of their local communities and contribute to their community as they are able. Where relevant, detailed history is gathered about people's lives prior to their injury, to inform what goals they may have as part of their rehabilitation or long term care and support.

Care & Support — Excellent

Feedback from people and their representatives about the service they are provided is extremely positive:

"[RI] has always been available for the whole family when we have needed guidance or help".
"Case Management Cymru are excellent, and I feel very fortunate to have them on board".

"My [relative] has benefitted enormously since they have been involved whether it being equipment that they need to staff training and recruitment".

"They are like a breath of fresh air".

Case Management Cymru gathers highly detailed information from other professionals and organisations already involved in people's care, to inform what type of support is required and how that would be facilitated. The service's Statement of Purpose is detailed and outlines the remit of the service and the process of developing the rehabilitation or care and support plan. Case managers are highly skilled in creating a support package and bespoke team of workers to help people to achieve their desired outcomes. Care plans and risk assessments are detailed, and concise, and have all the information needed for support teams to provide people with the right care at the right time. Case managers complete reviews regularly, and these are audited by the manager and any changes communicated to support workers to adapt the support package where necessary.

People are kept safe by a strong approach to safeguarding. There is a proactive and positive culture of safety in the service, based on openness and honesty. All staff understand and follow the Wales Safeguarding Procedures. The service provider continually seeks ways to improve safety through a culture of reflective practice and implements sustainable positive changes. Referrals are made to the appropriate bodies for further investigation and advice if required. There is an up to date, comprehensive safeguarding policy in place to underpin good practice.

The service excels in supporting people to manage their prescribed or over-the-counter medicines, continually assessing this in partnership with people and professionals. Case managers are supporting people with more complicated medication regimes to move over to an electronic medication administration system, which is monitored by case managers. Medication records are thoroughly audited, with oversight from the manager, to identify any issues or anomalies that may require action.

Leadership & Management — Excellent

People have high levels of confidence in the service provider because the leadership in the service ensure there is a very strong positive culture that is supportive, inclusive, and respectful. The management team confidently steer the service through challenges where necessary. There is a clear process for responding to complaints, and for any disciplinary matters that may arise from the staff team. The management team ensure a fair and objective investigation in all matters and are transparent about any mistakes that may have been made, leading to just and appropriate resolutions.

Feedback from staff is very positive:

"I feel the service is at a high standard and they are always making sure they provide the best service they can for their clients and staff members"

"Staff are extremely well looked after in all areas of employment"

"Their leadership style is inspiring and supportive with the right balance between guidance and autonomy"

"I had a very thorough induction process and mentoring is always available, not just at the beginning".

People achieve excellent outcomes because Case Management Cymru has a strong commitment to ensuring skilled and knowledgeable staff are always available. There are effective processes in place to ensure decisions on staffing levels are extremely well informed by evaluation of people's needs, and consider the statement of purpose, the physical environment and local context. People's support teams are bespoke to them as individuals, and the dynamic of the team is consistently monitored by case managers. The staff team complete a thorough induction and training package, tailored to the needs of the person they are supporting.

Robust quality assurance processes ensure the services maintains a high standard of care and support. All aspects of care are audited and overseen by the management team. The RI completes comprehensive monitoring reports, analysing data from audits, along with feedback from people receiving the service, relatives, staff members and professionals. These monitoring reports feed into biannual quality of care reports, which detail the strengths of the service and any areas that could be developed further. The management team are always looking for ways to improve, and foster a strong ethos within the rest of the staff team to be meticulous in their work.

Case Management Cymru has strong working relationships with others in the sector, sharing best practice to promote high quality care and support for people. Members of the management team have worked in case management for many years and are well known in the sector. They are trustees for charities related to the needs of people the service supports, and network with other

leading health and social care organisations.

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.

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