Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Domcare@Fieldbay Limited

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

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www.fieldbay.co.uk

Date(s) of inspection visit(s):

05/06/2025, 04/06/2025

Service Information:

Operated by:	Domcare@fieldbay limited
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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Domcare@Fieldbay Limited provides care and support to individuals experiencing complex needs within the Bridgend area. Support is provided for people in supported living accommodation.

People's wellbeing outcomes are excellent because people receive personalised support from a knowledgeable and enthusiastic team of care workers. People have developed good relationships with the team of respectful and friendly care workers. People engage in an extensive variety of meaningful activities to enhance their well-being. The care and support people receive is exceptionally good, helping 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. Highly detailed personal plans detail how people like their needs met and are reviewed regularly. The leadership and management of the service is excellent. The service provider has highly effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care.

Findings:

Well-being — Excellent

People have positive experiences, improving their quality of life and helping them achieve their well-being outcomes. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. Independence and choice is 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 excels in helping people achieve their goals, with many examples of exceptional support that have greatly improved their lives. People are empowered to seek out education, or voluntary work, as they wish. This gives them a sense of purpose, contribution to community, and helps build confidence and independence. When describing the support provided a relative told us "*It's as close to perfect as it can get*".

People are supported very well to develop and sustain positive relationships within their community and with the people they live with. The service has strong links with various community groups. Care workers are very attentive and respond to people's different needs with appropriate levels of effective prompting and support. People appeared relaxed and comfortable in the presence of care workers. They speak in a very friendly, caring and respectful way and people respond positively. People receiving support told us "*Staff are pretty good*" and "*they look after me well*". A relative said "*The care is very very good, they really understand her needs*". We saw people are supported to go on holiday to destinations of their choice. We witnessed hugely positive interactions during the inspection and saw care workers supporting people in a dignified manner.

People are protected from harm and neglect. Care workers are aware of the procedures to follow if they have concerns about people they support. The provider ensures staff receive training in protecting vulnerable adults and has policies and procedures in place to support this. Care workers spoken with have a sound knowledge of their responsibilities and how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed regularly. Care workers are recruited safely and receive regular one to one supervision so they can raise concerns if they have any. Care workers told us management are very supportive.

Care & Support — Excellent

People's personal plans are strengths based and outline how care workers should support people to achieve their well-being outcomes. The service provider thoroughly assesses their needs, preferences, and personal outcomes before agreeing to provide a service. Following this a personal plan is developed. Personal plans contain a very high level of person-centred information. 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 encouraged to participate in their reviews, giving them the autonomy to make changes or suggestions to improve their care. The provider has an inhouse therapy team consisting of Occupational Therapists, Physiotherapists, Speech and Language, Manual Handling advisor and Psychiatry support. People are encouraged to take positive risks, to boost confidence and foster community involvement. We saw there is an excellent range of activities accessed which are meaningful to people. Feedback from a social work placement review stated '*It is positive that X's confidence is developing, and he is engaging in hobbies and interests, such as his voluntary work. This promotes social inclusion which will support X's long-term recovery*'.

People feel secure, knowing that care workers act in accordance with their safeguarding responsibilities. There are good numbers of skilled staff available to meet people's needs. They work closely with people and their representatives to enable them to live well and achieve positive well-being outcomes. All care workers have completed up to date safeguarding training, and there is a robust safeguarding policy in place at the service to underpin good practice. Support workers create a safe space for people to raise any concerns they have about their safety. Potential safeguarding issues are reported to the manager and appropriate responses or referrals are made. People are consistently consulted and involved in any matters that concern them. Thorough risk assessments identify any possible risk of harm to the individual or to others.

People receive their medication as prescribed in accordance with national guidelines and service policy. Medication administration records show that staff consistently administer medication safely and when needed. There is a medication policy which is aligned with best practice guidance. Care workers are trained on how to safely manage and administer medication. Medication administration recording (MAR) charts we examined are filled in correctly, this suggesting people receive their medication as prescribed. When 'as required' medication is given, the reason for it and outcome is recorded. The service closely audits medication management, demonstrating good compliance and practice. The service has strong links with external health professionals involved in people's care. People are supported and encouraged to make, and attend, health appointments and implement the guidance given.

Leadership & Management — Excellent

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained staff to deliver quality care and support. Care workers attend training appropriate to the roles they undertake and feel well equipped and knowledgeable to do their jobs. They also receive a formal supervision in line with regulatory requirements and are able to speak with the house lead or manager at any time. A care worker told us "*It's a nice place to work, I never come in dreading the day*". The organisation offers various staff benefits including financial benefits, recognition awards and forums to support and listen to care workers. The providers human resources (HR) department confirm the staff recruitment process meets all regulatory requirement. This included references and a current Disclosure and Barring Service check to ensure they are fit to work. Care workers are registered with Social Care Wales, the work force regulator. New care workers staff receive an extremely thorough induction in line with Social Care Wales's requirements.

Highly effective governance arrangements and strong leadership ensure good quality care and support for people. We saw evidence that the interim Responsible Individual has good oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place. The provider uses comprehensive audits of all aspects of the service to monitor practices. The service appropriately notifies relevant regulatory bodies and statutory agencies when there are concerns or significant events that might affect the well-being of individuals receiving care. A dedicated and experienced manager ensures people are at the heart of the smoothly run service. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people using the service, containing practical information about the service, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. Care workers told us the manager has an 'open door' approach and is very approachable. They also told us they feel valued and respected, saying "*I love it*", "*It's rewarding*" and "*It feels like home from home*".

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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