Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

CCM North Wales

Community Case Management Services Ltd, Unit 23 Blackwell Business Park, Shipston-on-stour, CV36 4PE

01608 682522

The inspection visits for this service took place between 25/02/2026 and 27/02/2026

Service Information:

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

Ratings:

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

Summary:

Community Case Management Ltd (CCM) is a specialist independent provider of complex case management services for children and adults.

The primary purpose of case management is to support a person to return, so far as is reasonably possible, to the position they would have been in had the life, changing or catastrophic injury not occurred. It is a collaborative process involving the assessment, planning, implementation, coordination, monitoring, and evaluation of all services and options required to meet an individual's health, rehabilitation, wellbeing, education, and/or occupational needs.

CCM is not a care agency and does not commission local authority social care or health services. CCM is instructed and funded by a litigating solicitor, a Court of Protection (COP), appointed Deputy for Property and Finance, or a Trustee (collectively referred to as the fundholder/employer). CCM operates under a hybrid model, delivering case management and directing care while the COP Deputy acts as the Employer.

CCM supports clients who have experienced complex, life, altering injuries such as acquired brain injury, spinal cord injury, limb loss, or combinations of these conditions, typically resulting from an accident or injury.

Findings:

Well-being — Good

People experience positive wellbeing outcomes. They are treated with dignity and respect and are supported to identify and work towards their personal wellbeing goals. Individuals are offered choice, control, and opportunities that enhance their day-to-day lives.

People are encouraged to recognise what matters to them and to build on their strengths. Staff promote involvement in personal planning and support individuals to make informed decisions about their care. People's views are routinely sought, listened to, and acted upon, ensuring they feel heard and valued. Information is provided in clear, accessible formats, enabling confident and informed decision, making.

Individuals have a good level of control over their daily routines, including how they spend their time, the activities they choose, and how their support is delivered. Positive risk taking is promoted, with personal plans reflecting people's rights to make choices and take proportionate risks. Staff identify and manage potential risks effectively, balancing safety with independence. Risk assessments are reviewed and updated as people's needs change.

People benefit from meaningful and purposeful activities that support their emotional, physical, and social wellbeing. Opportunities include hobbies, education, community involvement, and social activities aligned to individual interests. Both structured activities and everyday interactions with staff help people maintain emotional wellbeing and achieve identified outcomes.

The service adopts creative and flexible approaches to communication, using a range of personalised methods such as communication boards, eye pointing, assistive technology, or other specialist tools. Individuals are supported in their preferred language and communication style. The provider identifies and meets the Welsh language and cultural needs of people or is actively developing this capacity.

People feel safe within the service. Effective safeguarding systems ensure concerns are heard, respected, and promptly addressed. Staff promote a positive safeguarding culture, informing people of their rights and supporting them to express concerns in ways suited to their communication needs.

Relationships and community connections are encouraged. People are supported to maintain relationships that matter to them and to participate meaningfully in their communities. Their identities, histories, interests, and cultural preferences are recognised and respected. Individuals have opportunities to explore and develop their strengths, talents, and skills through education, learning, employment, and leisure. These opportunities help people reach their potential and

support wider wellbeing outcomes.

The service demonstrates consistent practice aligned with CIW's expectations for good wellbeing outcomes. People experience dignity, choice, safety, emotional support, and meaningful opportunities that contribute positively to their quality of life. The provider fosters independence, rights, and inclusion through well-established systems and approaches.

Care & Support — Good

The service provides good quality care and support that is clearly informed by thorough assessments and strong collaborative planning. People experience care that reflects their needs, preferences, and aspirations, delivered by staff who are skilled, knowledgeable, and sensitive to individual circumstances. Safe, person centred approaches to medication, infection control, and partnership working contribute to positive wellbeing outcomes.

The provider gathers relevant, meaningful information from professionals already involved in people's care and support. Individuals are also consulted directly about their needs and what matters to them. This ensures that personal plans are based on accurate and up-to-date information and informs the recruitment and deployment of staff with the right skills to meet people's needs effectively.

For those who wish to be involved, care and support plans are coproduced with individuals, their representatives, relevant professionals, and the provider. Plans are strengths based and clearly outline how staff should support people to achieve their wellbeing outcomes. They consistently include people's routines, preferences, beliefs, protected characteristics, cultural backgrounds, past life experiences, and important relationships. This results in care that is highly individualised, respectful, and responsive.

Care is delivered in a way that promotes stability, routine, and structure, reflecting each person's preferences and needs. Staff demonstrate an in-depth understanding of the individuals they support, including those relating to equality, diversity, and protected characteristics.

People are referred for appropriate healthcare at the right time, and recommendations from health and social care professionals are followed as directed. This ensures continuity and consistency in the support people receive.

Medication is managed in a person-centred manner, respecting choice, individuality, and independence. Medication reviews are carried out regularly and in a timely way, involving people and relevant professionals as appropriate. Audits of medication practice are undertaken routinely to maintain safe standards, and staff demonstrate openness and transparency when responding to incidents or near misses, using learning to improve practice.

The service actively protects people from infection risks. Premises and equipment are clean and hygienic, and food hygiene practices are appropriate. There is a clear and effective approach to assessing, managing, and preventing infection risks in line with national guidance. Information about infection prevention is shared appropriately, and staff are trained and confident in applying safe practices.

Overall, the service aligns well with the CIW *Good* descriptors for Care and Support. People receive personalised, well-planned care delivered by skilled staff who work in partnership with them and with professionals. Strong systems around medication, infection control, and responsive planning contribute to safe, consistent, and positive outcomes.

Leadership & Management — Good

Community Case Management Ltd (CCM) operates under a hybrid model in which carers, personal assistants, and support workers are not employed by CCM. Instead, they are directly employed by the fundholder, typically the client's Court of Protection (COP) Deputy or Trust Corporation acting as employer. CCM's role is to direct, coordinate, and oversee care, discharging delegated employment related responsibilities on behalf of the employer. This arrangement supports clients who typically require complex 24/7 care, often including waking night provision. Care hours vary according to the person's individual clinical, support, and rehabilitation needs.

Strong governance arrangements contribute to a positive and compassionate culture within the service. Leaders maintain effective oversight through structured quality monitoring systems, including regular audits, case management reviews, and feedback gathered from people, staff, and visiting professionals. This information is used to drive continuous improvement and supports people to have confidence in how the service is led and managed.

Policies and procedures are appropriate, proportionate, and clearly aligned with the needs of those supported. They are routinely reviewed to reflect current legislation and national guidance, ensuring staff understand and consistently apply them in daily practice.

Quality assurance processes are well embedded. The service analyses findings from internal to inform improvement plans, strengthen practice, and resolve issues promptly. Leaders ensure that significant incidents are reported in a timely manner to relevant authorities, supporting safe practice and regulatory compliance.

Staff are familiar with the complaints policy and respond appropriately to concerns raised. The management team fosters a culture of openness, enabling learning from feedback and improving the quality of care and support provided.

Although CCM does not employ social care workers directly, it plays an essential role in ensuring that the employer recruits enough suitably qualified and competent staff to deliver safe, high-quality care. Strict selection and vetting processes are in place to ensure workers are qualified and trustworthy, including ensuring agency workers meet the same standards as permanent staff. Routine fitness to practice checks, professional registration verification, and opportunities for people to contribute to recruitment further strengthen safe employment practice.

Training and development are monitored effectively. Staff receive relevant induction and ongoing training, with gaps addressed promptly to maintain competence. Regular one-to-one supervision, delivered alternately by team leaders and case managers, alongside annual reviews ensures staff receive clear feedback, support, and guidance. This promotes reflective practice and supports staff

to deliver high quality care.

Overall, leadership and management arrangements align well with CIW's expectations for *Good* services. Strong governance, effective oversight, and a supportive organisational culture ensure people experience safe, consistent, and well-coordinated care.

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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