Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Western Bay Domiciliary Care Service

M & D Care
Unit 25 Stradey Business Park
Mwrwg Road
Llanelli
SA14 8YP

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

12/12/2024

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About Western Bay Domiciliary Care Service

Type of care provided	Domiciliary Support Service
Registered Provider	M&D Care Operations Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection since the service was re-registered
Does this service promote Welsh language and culture?	This service is making an effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Western Bay Domiciliary Care Service provides care and support to people residing in supported living and a small number of people in receipt of a floating support service.

The service is overseen by the Area Operations Manager and delivered by dedicated managers and care workers. The care, support and wellbeing of the people are at the heart of all those working in the service. Care workers are very knowledgeable, insightful, well supported and highly trained to enable them to carry out their roles. People speak highly about the care workers and the support they provide.

The values of the organisation are very important to those who work in the service and underpin the high quality of the care and support provided. The management team and the Responsible Individual (RI) have excellent oversight of the service.

Well-being

People have a voice and are encouraged to communicate their needs. People and/or their representatives are actively involved in decisions and choices about their care and support. Individuals are involved in the RI's quarterly Regulation 73 visits. People express their views and choices using a range of communication methods which staff understand. Care workers work closely with the person, their representatives and health and medical professionals to ensure the persons voice is heard.

People are protected from harm and abuse. People told us the care and support they receive helps them feel safe, they told us' *"I feel really safe here, the staff are great"* and *"I feel safe with the support from the staff".* Concerns are listened to and acted upon. The values of the organisation underpin and support managers and staff in delivering a high quality service. There are robust staff recruitment measures in place along with a high quality induction. Care workers receive regular supervision and guidance to support them in their roles.

There is strong oversight of the service by the team of managers and the RI. The managers have a clear vision of the service and are well supported by the Area Operations Manager, RI and the organisation to do so. There are detailed audits undertaken, the findings of which are acted upon. The RI regularly visits the service and produces comprehensive reports from these. There are policies, procedures and guidance in place to support staff which are regularly reviewed. Staff receive a range of mandatory and specialist training to assist them in their role and to better equip them to deliver the support individuals need.

People receive a service which actively supports and promotes their health and wellbeing. The individual and /or their representative are involved in developing and reviewing the very detailed care and support records and associated risk assessments. Care workers have in depth knowledge of the people they support and an enthusiasm and passion for working in the service. External health professionals are actively involved in the health and wellbeing of people.

Individuals are afforded a variety of opportunities to develop and learn new skills and pursue their hobbies and interests. Care and support plans clearly reflect the person's needs, preferences and interests. People thoroughly enjoy and value the activities, interests and opportunities open to them.

Care and Support

People are supported by care workers who are passionate about the individuals they support. Care workers told us *“I think as a team we want to aim to be inspirational, passionate and give our best”* and “*the people we support are the most important, there is a real sense of community here”.* Staff are very knowledgeable and understanding of the people they support and their individual needs. Observations conducted throughout the inspection showed care workers interacting and supporting people in a kind and respectful manner. Staff use a range of verbal and non-verbal communication techniques according to people’s individual needs. Care workers are very clear about their responsibility to protect people from harm and abuse and their duty in reporting concerns.

People speak very highly of the care and support they receive. People told us, “the care and support I receive is excellent”, “the staff are very friendly, and do the best they can to help me” and “I’m happy with everything”

Care and support plans and associated risk assessments are of a high quality, very detailed, person centred give a great sense of the individual. The service goes above and beyond our expectations and translates documentation into people’s preferred language. People, their families and health professionals are actively involved in the development and reviews of care and support plans. People’s individual needs are well known and understood by care workers and are well able to respond to their health conditions through their knowledge and the training they receive. The service works proactively with health professionals and support services to ensure people stay as healthy as possible.

People’s individual interests, preferences and choices are clearly understood and promoted by managers and the staff. People have their own or have access to transport and go on holidays and trips to places they like. One person who had been on holiday during the year told us *“it was fantastic, I really enjoyed it and I’m looking forward to the next one”!* Activities are devised and structured around the person so they are meaningful to them.

People’s personal outcomes and accomplishments are acknowledged and celebrated by staff adding to a sense of self-worth for the individual. One person spoke really positively about their improved relationship with their family and how much it means to them.

Leadership and Management

People are assisted by staff who are very well supported by managers and feel greatly appreciated by the organisation. Staff told us *"it's a really good company to work for with a lot of progression", "I love it here", "this is an absolutely brilliant company to work for", "it's really great here. It is a joy to come to work", I think [Area Operations Manager] goes above and beyond for her staff so they are able to give of their best for the people we support", "the support from [Area Operations Manager] is excellent and the staff team are great"* and "*we are an incredible family, all staff are totally invested in the people we support. We have excellent support from [Manager], [Area Operations Manager] and M&D".*

There are strong governance arrangements in place. The recently appointed RI has a clear vision for and oversight of the services and is in regular contact with them. He has commenced Regulation 73 visits and has provided CIW with copies of their quarterly reports. Quality of Care reviews are completed six monthly, these are very detailed and informative. People and staff confirm the RI visits the service and talks to them during this time. There are a range of internal audits undertaken to inform and drive the delivery of the service.

Care workers go through a thorough recruitment process. The staff records demonstrate the appropriate checks and clearances are sought prior to them commencing employment. Staff receive a high quality induction; this was confirmed by a care worker who had recently started employment with the organisation. They told *us "I felt confident in starting after my induction, it was very thorough and informative. I also had a number of shadow shifts which were very helpful too".* There are also individual scheme inductions in place to further support staff in their roles.

Care workers also receive regular supervision and an annual appraisal. This was confirmed during discussions with staff who told us "w*e have really good support and regular supervision and an annual appraisal"* and from the staff records we looked at. Care workers also receive a range of mandatory and specialist training to support them in their roles. Staff told us about all the training they had completed and the benefits to them. This is corroborated by the staff training matrix for the service.

There are a range of policies, procedures and guidance readily available for staff to refer to. These are regularly reviewed and updated. The Statement of Purpose accurately reflects the services being provided and CIW are kept updated of incidents through its on-line notification process.

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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