



Inspection Report on

Cartrefi Cymru Co-operative Western Bay

**Shaw Trust
Disability Action Centre The Courtyard
D'arcy Business Park
Neath
SA10 6EJ**

Date Inspection Completed

21 June 2021 & 23 June 2021

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About Cartrefi Cymru Co-operative Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	Cartrefi Cymru Co-operative Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection of the service since it registered in May 2019 under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Cartrefi Cymru Co-operative Western Bay is a charitable company run by a number of trustees and members that include people who use the service. The service provides domiciliary care to people living throughout Western Bay. The majority of the service is provided to people in supported living accommodation, although some people receive support in their private homes in the community.

Overall, people receive the service they need and want. Care workers support people to maintain their health and independence. People get on well with care workers, who communicate with them appropriately and have good knowledge and understanding of their individual needs. The service supports people to maintain important relationships and to have regular social interaction. Relatives and professionals are confident in the care and support the service provides. Care documentation is person-centred and current.

There is a positive culture within the service that is reinforced by a committed team of managers. Care workers feel valued and supported in their roles. The responsible individual (RI) regularly monitors the service to make sure people receive a good standard of care and support. There are up-to-date policies and procedures in place to support safe practice.

Well-being

People have a say in how they are cared for. Care workers treat people as individuals; they encourage them to make everyday choices and to do things for themselves, where possible. The outcomes people hope to achieve from their care and support are set out within their personal plans. These include clear guidelines for supporting people's preferred routines. One person told us care workers know what they like and don't like and they are comfortable directing them if needed. People are able to express their views about the service during regular in-house meetings and through the service's quality assurance processes. As members and trustees of the company, people are able to contribute to key decisions relating to the service.

The service promotes people's physical and mental well-being. We saw care workers supporting people to do things they enjoy. People confirmed they get on well with care workers, who help them achieve their individual goals. These are outlined within personal plans, along with any medical conditions that may impact on people's care and support. Personal plans are reviewed regularly to make sure they remain relevant to the individual's needs and wishes. People receive appropriate support with their medication, which the service manages safely. Appropriate infection control measures have been implemented to reduce COVID-19 risks.

The service supports people to socialise and keep active. Care workers help people keep in touch with their family and friends in a variety of ways, taking into account COVID-19 restrictions and visiting guidelines. People within supported living accommodation receive weekly visits in person plus regular meetings in the community. Care workers also support people to make telephone and video calls. People told us they generally get on well with others they live with and have discovered new interests by trying out different indoor activities. We saw care workers giving people the assistance they need to spend time outdoors. Relatives and professionals confirmed that the service keeps them updated about people's health and well-being.

The service helps protect people from abuse and neglect. Staff complete training in relation to safeguarding vulnerable people and are clear about the procedures for reporting concerns. The service carries out the necessary checks to make sure staff are suitable for care work, which includes vetting them through the Disclosure and Barring Service (DBS). People told us they are able to talk to care workers about their concerns. The service reports safeguarding concerns to the relevant local authority and follows any advice given to help protect people from harm. Records show that safeguarding arrangements are reviewed as part of the service's quality assurance processes.

Care and Support

People receive the care and support they need to maintain their health and independence. People told us they are encouraged and supported to do as much for themselves as possible, such as shopping for groceries, cooking and doing household chores. The service completes a range of risk assessments and personal plans that outline how care workers can support people to achieve their particular goals. We found care workers to be very familiar with people's individual needs and saw them supporting people in line with their personal plans. Records show that medical and specialist services are accessed for support, if needed. We saw clear guidelines in place for managing people's health conditions. Professionals told us the service communicates regularly with them and supports people in a way that reduces behaviours and improves people's quality of life. A relative described care workers as "*absolutely marvellous*" and said, "*If anything is wrong I am the first to be notified*".

The service manages people's medicines safely. People's particular medication needs are outlined within their personal plans. Where possible, people are encouraged to manage their own medication. There is an up-to-date medication policy in place to support safe practice. Medication records show that care workers administer people their prescribed medicines at the right time. Records confirm that care workers carry out daily medication counts so that any irregularities can be quickly explored and addressed. Care workers are clear about the arrangements for carrying essential medicines for people, where needed. Records confirm that care workers receive additional training to administer specialist medication.

The service promotes people's rights. People told us care workers know how they like to be supported and they have choice and control over their daily activity. We found that people's preferred routines are set out within their personal plans, with prompts for care workers to offer people choice. The service has contacted the relevant bodies to make sure the required authorisations are in place for those who lack capacity and are subject to restrictions. We noted that this has not been reflected within personal plans, which management agreed to address. The service supports people to maintain important relationships and provides opportunities for people to form new friendships. A 'walking group' has allowed people to socialise with others and enjoy outdoor picnics. A virtual Hawaiian-themed party has also enabled people from different supported living services to interact with one another. One person told us they discovered a new interest during the pandemic when they were unable to go out as much as they would have liked. The service supports people to have visits from family in line with current guidelines. Meetings with relatives are also being held virtually.

Good standards of hygiene and infection control are maintained to reduce COVID-19 and other infection risks. We saw that people living in shared accommodation are being supported to keep their environment clean and tidy. The service has an up-to-date

infection control policy in place and records show that staff have completed specific training in relation to COVID-19. All staff carry out lateral flow tests routinely and the majority of staff have been vaccinated. Information sessions have been held so staff know how to access relevant literature. We saw an ample supply of hand sanitiser, personal protective equipment (PPE) and lateral flow tests within the administrative office, which staff can access as needed. We saw care workers wearing appropriate PPE when supporting people.

Leadership and Management

The service benefits from effective leadership and management. A manager who reports directly to the RI oversees the running of the service throughout Western Bay. Each supported living service has an allocated service manager and assistant service manager who make sure things run smoothly. People within supported living accommodation are able to share their views about the service during monthly meetings. Key workers will advocate for people who lack capacity and maintain good levels of communication with families. Reports show that the RI reviews the experiences of people using the service during their three-monthly formal visits. These visits should also consider any incidents or complaints that have occurred, which the RI agreed to reflect in future reports. People's experiences are also explored during six-monthly quality of care reviews. However, we found that the latest review has been delayed as a result of the additional work the pandemic has generated. The RI confirmed that arrangements are in place for this to be carried out.

Staff receive the support they need to carry out their roles effectively. Staff spoke positively about the culture within the service and how open and responsive managers are:

- *"I really enjoy the job. Very good support with lots of formal and informal advice available."*
- *"I love it here - it's such a well-run house. It's been so easy to fit in."*

Managers praised staff for how committed they are to making sure people are well looked after and protected. Records confirm that staff generally receive formal, individual supervision every three months, which allows them to discuss people's individual care needs and reflect on their own learning and development. We consider staffing arrangements to be appropriate for meeting the needs of the service. Rotas show that staffing levels within supported living services are maintained during day and night time hours. However, rotas should be made clearer so that the staff working at any given time can be more easily identified. The rotas for staff delivering care at different locations in the community show that people receive support at appropriate times, in line with their individual packages of care. The service should review these rotas to make sure enough travel time is allocated between calls, as we found occasional shortfalls that would impact on staff's breaks.

People are cared for by staff who have been appropriately recruited and trained. Records confirm that the required pre-employment checks are carried out before new staff are appointed. However, the service must make sure it retains copies of staff's birth certificates and passports, if available. Care workers described their training as "good" and showed a clear understanding of people's needs. The service supports people with learning disabilities, which the RI told us is a focus of all training courses. Records show that staff complete a range of training, although we noted that this does not include specific training in relation to learning disabilities. The RI agreed to explore the training

options available. We found that the overall training the service provides is not consistent with what is outlined in its statement of purpose, which will need to be updated. The statement of purpose is a document that sets out the vision for the service and explains how it intends to provide the best possible outcomes for the people it supports. On the whole, we consider the service being provided to be accurately reflected in the statement of purpose.

Environment

The quality of the environment is not a theme that is applicable to domiciliary support services as people are cared for in their own homes. However, we made the following observations:

Appropriate infection control measures have been implemented within the registered office and within supported living accommodation to minimise COVID-19 risks. The service stores personal information securely and has office space that is suitable for managing the delivery of the service.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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Date Published

16 September 2021