



# Inspection Report on

**Heritage Healthcare Swansea**

**Unit 5  
Phoenix Business Park Lion Way  
Swansea  
SA7 9FZ**

**Date Inspection Completed**

24/11/2023

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## About Heritage Healthcare Swansea

Type of care provided	Domiciliary Support Service
Registered Provider	Jameela Healthcare PVT Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	01 February 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Heritage Healthcare Swansea is a domiciliary support service with an administrative office in Llansamlet. The service provides care and support to people living in West Glamorgan. Building personal and professional connections is central to the service. Managers work hard to inspire staff and provide people with the best possible experiences. The responsible individual (RI) leads by example, constantly setting and reinforcing high standards.

People consistently told us they receive an excellent standard of care from friendly, professional care workers. This is reflected in the numerous accolades the service has received. Staff are equipped with the knowledge and skills to meet people's physical and emotional needs. Managers recognise staff's hard work and prioritise their well-being. Organised administration systems help the service run smoothly.

## Well-being

The service strives to provide joy and fulfilment in people's lives. People cherish the relationships they have built with staff. They said, "*We have a bit of a laugh and a chat*" and "*We have become like friends*". Managers are committed to promoting people's social well-being, finding ways to mark special occasions and support community events. The service has recently retained its title of 'Home Health Care Provider of the Year' and received high praise from relatives:

- "*Your care was exceptional.*"
- "*They are an outstanding service.*"
- "*I cannot emphasise how amazing each and every person involved in my husband's care has been.*"

We observed a strong team spirit amongst staff. Care workers told us "*I love working for Heritage*" and "*It's like a family*".

The service upholds people's rights. Managers fully involve people in planning and reviewing their care. People's individuality is reflected within care records and celebrated by care workers. People told us they feel listened to, and we saw care workers encouraging them to make everyday decisions. People are given a copy of the service's written guide and statement of purpose; documents that explain how the service is provided and what support is available to people. People are gradually and thoughtfully introduced to their care workers. Managers invite people to share their views about the service and influence improvements.

People experience a flexible, reliable service that promotes their health and well-being. Managers ensure care calls are achievable and organised according to people's needs and preferences. Care workers have access to detailed, up-to-date personal plans to guide them in their practice. We saw care workers giving people the physical and emotional support they needed. Daily recordings show that care workers consistently support people in line with their personal plans. Care workers manage people's medicines safely and promote a good standard of hygiene to minimise infection risks.

The service has systems to help protect people from harm. Staff are rigorously recruited and trained. All staff are required to complete safeguarding training and strong teamwork helps reinforce high standards of practice. Managers reward excellent staff performance and take action when standards could be improved. A care worker said, "*I've always discussed issues with management, and they've been acted on*". Managers regularly check people are satisfied with the service they receive. One person told us they feel "*absolutely safe*" in the hands of the service: "*They're very good - they have time to do the little things that make a big difference*". The service has informative and up-to-date policies and procedures to support its operations.

## Care and Support

People receive a high standard of care and support. They have mutually respectful relationships with care workers which they value greatly. One person said, *“They’ve been doing a really brilliant job”*. The service has received many compliments about the quality of support provided by care workers, which are consistent with the comments we received through feedback surveys:

- *“Always go above and beyond to help... nothing is too much trouble.”*
- *“Staff are extremely polite, helpful and a pleasure to be around.”*
- *“Always caring and professional... puts my husband at ease.”*

Managers organise social events to build community connections and promote people’s social well-being. Annual Christmas parties are held at the administrative office, which people and their families can attend. People are invited to join charity events and are given an update and letter of thanks afterwards. Arrangements have been made for people who are at risk of social isolation to enjoy a Christmas meal out. Other parties are arranged throughout the year to mark special occasions. These are celebrated in a photo album for people to reminisce over whilst attending the office. Care workers recently supported some people to attend a Macmillan coffee morning at the service’s Cardiff-based office. We were told people very much enjoyed meeting and mixing with care workers and other people the service supports. One person said, *“It was really good; it’s nice to get out”*.

Care records provide a clear picture of who people are. An electronic care planning system allows care workers to access people’s risk assessments and personal plans via a mobile phone. Hard copies are kept in people’s own home, along with other key documents relating to the service. Records show that care workers follow personal plans and provide people with the right level of care and support. We saw care workers offering people choice and empowering them to make decisions about their care. Care workers assist people with their medication in line with the Local Authority’s medicines management policy. Managers ensure staff complete the required training before they administer medicines. Care workers maintain electronic records of the care they provide, which they complete to a high standard. They told us they find it very useful reviewing entries to check on people’s well-being during previous calls.

An electronic call monitoring system helps managers track care delivery and ensure people receive support at the right time. We saw care workers arrive at calls when expected. People told us they are always contacted on the rare occasion care workers are running late. They described care workers as *“punctual, friendly and efficient”*. Managers are flexible when possible, adjusting call times to accommodate people’s requests. The manager has arranged for care workers to receive free driving lessons and a driving test through a Council scheme. The service has its own car for use in an emergency. We saw travel time allocated between calls on staffing rotas, and care workers told us managers address any rota issues straightaway.

The service has infection control and COVID-19 policies that are reviewed annually and updated following any guideline changes. People told us care workers always wear personal protective equipment (PPE) and handle their belongings carefully. Staff's use of PPE is discussed during regular staff meetings and monitored through spot checks and quality assurance calls and visits. Records show that care workers complete infection control and food hygiene training during their staff induction.

## Leadership and Management

There is a 'one team' ethos embedded throughout the service. The manager works closely with the RI and another service manager, so cover can be provided seamlessly across the service when needed. The RI frequently attends the office to work alongside the manager and offer support to staff. The manager is passionate about setting an example to the team, often providing direct care and doing so with a sense of fun. The management team has improved some systems, as requested by commissioners. The findings from internal audits and reviews indicate that people consistently experience an excellent service: *"We are lucky to have them... couldn't ask for a better company"*. The manager and RI regularly check that people are satisfied with their care arrangements: *"They phone every now and again and call in too"*. Personal plans are updated following reviews, as needed.

Staff are recruited in a safe way. They are vetted by the Disclosure and Barring Service (DBS) and are subject to rigorous pre-employment checks. The manager tracks DBS renewal dates and staff's registration with Social Care Wales. A file containing a profile of each staff member has been thoughtfully compiled, so people can be introduced to team members during their initial assessment. Managers discuss staff contracts and hours of work during supervision meetings. The training programme gives staff the skills they need to carry out and develop in their roles. We saw extra staff being allocated to calls to allow senior staff to support and guide new care workers. People told us *"They know what they're supposed to be doing"* and *"There's been a high turnover, but everyone has been friendly, and they always do everything that's needed."* The service has a clear safeguarding policy that reflects the Wales Safeguarding Procedures. Staff complete safeguarding training and understand their responsibility to report concerns about people's welfare. Posters are displayed in the office as a quick guide. Staff described a 'no blame' culture that allows them to confidently raise issues and reinforce high standards.

The management team recognise and reward staff for their hard work. Care workers earn a star for every compliment they receive, which inform 'Employee of the Month' awards. Care workers also nominate a team member for the 'Carer of the Year Award', which includes a voucher and hamper. Staff feel privileged to work for managers who have excellent leadership skills:

- *"We have a great team."*
- *"I have been very happy with the way I have been treated."*
- *"I love the management team; they give you the respect and take on board the feedback you give."*

The manager and RI carry out monthly well-being checks and may direct staff to external agencies that offer specialist support. Staff receive regular, formal support through staff meetings, individual supervision, and annual appraisals. Managers motivate staff by supporting and celebrating cultural differences and engaging in social and charity events.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
60	The provider is non compliant with regulation 60 because of failure to notify CIW of a matter requiring an online notification to be submitted.	Achieved
42	A CIW inspection audit completed on 1st February 2022 found that all domiciliary care workers remain on zero hour contracts of employment despite working in the service for longer than three months. The domiciliary workers have worked longer than three months, the service continues to provide care and support under contractual arrangements and there are no outstanding performance issues to address. The care workers are not employed under a contract for services self employed arrangement.	Achieved

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