



Inspection Report on

1st Grade Care (West Wales Branch)

**1st Grade Care Ltd
113-116
Bute Street
Cardiff
CF10 5EQ**

Date Inspection Completed

8 June 2022

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About 1st Grade Care (West Wales Branch)

Type of care provided	Domiciliary Support Service
Registered Provider	1st Grade Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	.

Summary

1st Grade Care West Wales Branch is registered with Care Inspectorate Wales (CIW) to provide a domiciliary support service in the Hywel Dda regional partnership area. The registered provider is 1st Grade Care Ltd. Lucy Thomas is the responsible individual (RI) who oversees the strategic operation of the service. The service has a manager who is registered with Social Care Wales

We visited the registered offices during our inspection of 1st Grade Cardiff Branch. It was noted that the service was not operating in the Hywel Dda area at the time of the inspection. The following sources were used to inform this report:

- Consideration of information we already held about the service, such as registration information.
- Discussions with the Director, RI and manager.
- Statement of purpose.

Well-being

The service is registered with CIW to provide a domiciliary support service in the Hywel Dda regional partnership area. At the time the inspection was carried out, we were informed by the RI and manager that the service was not operational in this area. There is currently no active service provision to inspect for this inspection period. We advised the RI to inform us if the service does become operational in this area

Care and Support

The service is registered with CIW to provide a domiciliary support service in the Hywel Dda regional partnership area. At the time the inspection was carried out, we were informed by the RI and manager that the service was not operational in this area. There is currently no active service provision to inspect for this inspection period. We advised the RI to inform us if the service does become operational in this area

Environment

The service is registered with CIW to provide a domiciliary support service in the Hywel Dda regional partnership area. At the time the inspection was carried out, we were informed by the RI and manager that the service was not operational in this area. There is currently no active service provision to inspect for this inspection period. We advised the RI to inform us if the service does become operational in this area

Leadership and Management

The service is registered with CIW to provide a domiciliary support service in the Hywel Dda regional partnership area. At the time the inspection was carried out, we were informed by the RI and manager that the service was not operational in this area. There is currently no active service provision to inspect for this inspection period. We advised the RI to inform us if the service does become operational in this area

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. 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
N/A	No non-compliance of this type was identified at this inspection	N/A

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