



Inspection Report on

CWC Support Services

**Wellington Place
Aberavon
Port Talbot
SA12 6LN**

Date Inspection Completed

19/02/2024

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About CWC Support Services

Type of care provided	Domiciliary Support Service
Registered Provider	Care Without Compromise Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection of the service since it registered in May 2023.
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

CWC Support Services provides domiciliary care and support to people living in West Glamorgan. The service began operating in August 2023 and is developing well. It has a team of highly motivated managers who are passionate about providing a service that maximises people's potential. Managers lead with confidence and instil a culture of openness and positivity. The service has successfully built a core team of staff with a good mix of skills and experience. Staff feel part of a strong, close-knit, driven team that shares similar values.

People experience a truly person-centred service. Managers put people's needs and wishes at the forefront of any decision-making. People are supported to lead an independent lifestyle where they can pursue their interests and build social connections. Staff are robustly recruited and trained. The Responsible Individual (RI) closely monitors standards, ensuring people's voices are heard and respected.

Well-being

The service makes every effort to help people understand their rights. Information is thoughtfully presented, allowing people to express themselves and make informed choices. Managers work collaboratively with family members and professionals to ensure people's care and support arrangements are the best they can be. Care workers give people as much control over their lives as possible, as they adapt to living independently. They help people learn about their rights and encourage them to make decisions about where and how they spend their time. People influence recruitment decisions and are regularly asked to share their views about the service. Details about the service are available within a statement of purpose and written guide.

People help shape the service they receive as managers prioritise their views, needs and wishes. People consistently receive a high standard of care and support which enhances their emotional and physical well-being. Care workers have an excellent understanding of who people are. The staff team works in partnership with professionals to ensure people receive the best possible support. People have access to medical and specialist services to promote their health and well-being. They develop social and domestic skills to help them lead an independent lifestyle. A relative described the service as "*Absolutely brilliant; can't fault them at all*". One person told us "*I'm really happy*".

People enjoy an active social life. Care workers encourage people to pursue their hobbies and interests, which are clearly reflected within personal plans. Care workers offer reassurance and celebrate people's achievements, which helps build their confidence. People have opportunities to socialise and maintain existing relationships in a safe, positive way. They enjoy spending time with their care workers, who are friendly and professional. People receive profiles of each staff member to help get to know them.

There are systems in place to help protect people from harm. People are supported by staff who have been through rigorous recruitment and training. Staff told us "*This is the best company I've worked for*" and "*The level of support provided to clients and staff is above and beyond amazing!*". The service completes detailed risk assessments and personal plans outlining how care workers can manage risks to people's safety and well-being. Staff are also guided by clear and up-to-date policies and procedures. People know how to report concerns and give feedback. Staff are clear about their safeguarding responsibilities. They have completed safeguarding training and are given regular opportunities to discuss safeguarding procedures. The management team and RI closely monitor the quality of the service to ensure high standards are maintained.

Care and Support

The service is designed in consultation with people and their representatives. Staff build relationships with people and gain a full understanding of what really matters to them before providing support. They achieve this by reviewing information provided by professionals and spending quality time with people. They also value the input of family members. For example, they learn how best to support people by observing their interactions with family members and taking on board their views and suggestions. The service has an assessment and referral policy which explains clearly how the service is provided. One person said, *“If I could rate it out of five stars, I’d give it five”*. A relative said, *“It’s absolutely exemplary... this is the best service I have ever seen”*.

Personal plans provide a detailed overview of who people are and what is important to them. People are fully involved in developing and reviewing their plans, which are available in a suitable format. Personal plans capture clearly what people’s interests, routines and support preferences are. Risk management plans provide comprehensive guidance to staff about how they can safely support people to achieve their goals. Care workers keep thorough care recordings, which demonstrate that people receive appropriate support. People’s medicines are managed safely, and people are supported to access medical and specialist services. Staff have good relationships with professionals and act promptly when given advice. They communicate well with relatives, involving them in decision-making and keeping them informed about people’s health and well-being.

People receive high quality care and support. The service focuses on people’s strengths and finds innovative ways to help them flourish. Care workers help people maintain safe, positive relationships, so they can enjoy socialising with family and friends. Relatives told us they feel at ease during visits and have observed people becoming more engaged and enthused. People are encouraged to build community connections by regularly visiting places of interest and attending various events. One person spoke proudly about their role in a company awards ceremony. Care workers recognise what people can do for themselves, which is reflected within personal plans. Care workers use the right support strategies with a caring approach to help people succeed and experience a sense of accomplishment. A relative told us staff *“push the envelope”* to help people overcome challenges and try new things.

Staff have an excellent understanding of who people are. They support people confidently and with dignity and respect. They actively listen to people and help them progress by offering well-timed praise and reassurance. A small number of staff are fluent Welsh speakers and could fully support people’s Welsh language needs. Other staff use simple Welsh phrases, which people join in with. People told us they do different things with each staff member depending on their shared interests. Relatives said, *“I think it’s fantastic what they’re doing”* and *“I’ve been particularly impressed with how proactive they are and the*

knowledge they have". People told us they can confide in staff and feel safe knowing they are there for them.

Leadership and Management

The service runs from an office that has suitable facilities for storing confidential information, holding private meetings and delivering staff training. The management structure offers promotional opportunities for staff and a strong support network. Managers have links with other domiciliary care providers to share learning and experiences. They are familiar with operational processes and feel confident practising autonomously. Relatives and professionals have praised managers for their attention to detail and forward thinking. The staff team is building, allowing the service to grow at a steady pace. The required pre-employment checks are carried out to ensure staff are suitable for care work. People have been involved in recruitment activity, so they can influence who they are supported by. They enjoy reading staff profiles and building connections based on shared interests.

The RI and regional manager closely monitor the quality of the service. The electronic record-keeping system allows them to review care and incident records at any time. Policies and procedures are readily available and routinely discussed with staff. The RI carries out formal visits and completes quality-of-care reviews to assess service standards and identify areas for improvement. The RI speaks with people and provides them with surveys in an appropriate format to enable them to have their say. People know how to make a complaint and are given forms so they can easily share comments or concerns.

Staff complete an in-depth induction programme where they shadow experienced staff and spend time getting to know people. They complete a wide range of training, including bespoke training provided by the clinical team. The clinical team works with people and staff to ensure support strategies and personal plans are as effective as they can be. People and their representatives have every confidence in staff's abilities, describing their training as *"above and beyond what's necessary"*. We saw that training compliance rates are consistently high. The regional manager monitors these during monthly audits. Staff are supported to register with Social Care Wales and complete recognised care qualifications.

Staff receive exceptional support. They consistently rate the service *'excellent'* in terms of how valued they feel and the support and development opportunities available to them: *"Management encourage staff to thrive. We are always praised for our work and communication between staff and management is excellent"*. Staff receive supervision more often than is legally required. In addition to formal supervision, senior staff complete 'positive monitoring checklists' every three months. These are designed to assess the suitability of personal plans and staff's understanding of these. This helps ensure people consistently receive the correct support. The service is being provided in line with its statement of purpose: *'The promotion of choice, independence and empowerment will be at all times an integral part of all support provided to individuals.'*

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 27/03/2024