



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 8th November 2022

Care Inspectorate Wales Inspection Reports on Regulated Services 2021 and 2022

Purpose	To consider the CIW report of regulated services and progress with associated Areas of Improvement.
Content	This report includes a summary of CIW inspections of four regulated Care Home services and in-house Domiciliary Care provision, and progress with identified Areas of Improvement.
Councillors are being asked to	<ul style="list-style-type: none"> • Give their views • Consider the report as part of their scrutiny function. • Make recommendations to the Cabinet Member / Council
Lead Councillor(s)	Cabinet Member for Care Services – Cllr. Louise Gibbard
Lead Officer(s)	<p>Head of Service for Adult Services & Tackling Poverty – Amy Hawkins</p> <p>Head of Integrated Services – Helen St.John</p>
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1. Background

1.1 Care Inspectorate Wales carry out scheduled and unscheduled inspection visits to all registered services. Recently they have inspected four of our homes and our Domiciliary Care Service.

1.2 The following areas are inspected: Well-being, Care and Support, Environment and, Leadership and Management.

1.3 CIW respond to any non-compliance of regulations and / or risk to people's well-being identified by issuing Priority Action Notices, where immediate steps are required to address and make improvements.

1.4 Where CIW find non-compliance with regulations but no immediate or significant risk for people using the services is identified they highlight these as Areas for Improvement. CIW expect us, as the provider to take action to rectify this and they will follow this up at the next inspection. Where the provider has fails to make the necessary improvements, they will escalate the matter by issuing a Priority Action Notice.

2. Swansea's Regulated Services Inspections

2.1 Across the four Care Home inspections and Domiciliary Care Services inspection, CIW found no non-compliance with the regulations and no Priority Action Notices were issued. 11 Areas of Improvement were identified across the different services.

2.2 Further detail of the Areas of Improvement, associated actions and progress, is in section 4 and Appendix A.

3. Inspection findings

3.1 The Hollies

The Hollies is a care home in Pontarddulais, registered for a maximum of 23 people. It provides a service for individuals diagnosed with dementia and/ or high physical support needs who require personal care, on a short/ stay respite basis. Although some people have lived at the service for a longer period. The service consists of two units of fifteen and eight bedrooms.

CIW made an unannounced inspection on 30/6/22 and 1/7/22. The inspection report is in Appendix B.

The report highlights:

- People have a positive experience at the service and clearly benefit from their time at the Hollies
- Care workers understand people and support them in a dignified, respectful way
- Staff work hard to promote people's wellbeing
- People live in a service where they are safe and happy
- Residents commented "*I am very happy here*" and "*it's a lovely place to live*"
- Managers lead by example
- The team reported (of managers) "*I have excellent support, they are very kind and supportive*"
- There are consistency good systems in place to monitor and improve standards.

The report does highlight some improvements required in the environment, specifically improving a dementia friendly environment. Gaps in training arrangements and records were also highlighted.

3.2 Ty Waunarlwydd Care Home

Ty Waunarlwydd is a care service in the village of Waunarlwydd, registered for up to 40 people. It provides residential care to people predominantly living with dementia and short-term care to people discharged from hospital awaiting to go home or to more suitable accommodation

CIW made an unannounced inspection on 11/3/22 and 21/4/22. The inspection report is in Appendix C.

The report highlights that:

- People benefit from receiving consistently good care and support from a highly committed experienced and professional team of staff.
- People are very happy living in a service that actively supports their well-being.
- Personal plans are of a high quality and centre on the needs of the person.
- Governance arrangements are strong to ensure people receive a consistently good service.
- There is a clear focus on supporting people to achieve their goals. The service recognises the importance of maximising people's strengths and achieving positive outcomes.
- Comments from people include *"I love the staff, they are so kind and considerate"* and *"they really care about us"*
- Feedback was very positive from visiting relatives. Feedback includes *"it's an excellent service, staff are so kind"* and *"x is a different person, they are so much happier now"*.
- Comments from staff include *"I feel confident, training and support is very good"* and *"it's a fab place to work, team are very supportive"*.
- Communication is strong and care workers are well supported by senior staff.
- Staff are tired but morale is very high.
- Staff feel well trained and supported, and evidence supports this.

Improvements identified include ensuring staff have regular supervision and an annual appraisal. Medicine management audit systems need to improve to ensure staff follow safe systems of work.

3.3 Bonymaen House

Bonymaen House provides an assessment and re-enablement service for up to 29 people. The service works in partnership with a range of health and social care professionals including nurses, social workers, GP's, occupational therapists and physiotherapists. The aim of the service is to provide short term care and support.

CIW made an unannounced inspection on 02/02/22 and 03/02/22. The inspection report is in Appendix D.

The report highlights that:

- The senior team are well-led, professional, communicate well and place people at the heart of the service.
- Staff know people well, supporting them to achieve their goals in a respectful, encouraging manner.
- People live in a service where their independence is actively promoted and they significantly benefit from a short-term period of re-enablement.

- There is a real positive feel at Bonymaen House. People said *“it’s a lovely place, and staff are excellent”* and *“they really push me to do things for myself”*.

Improvements identified include staff personnel records containing all the relevant information and being available for inspection and gaps in staff training records. have regular supervision and an annual appraisal.

3.4 Maesglas Community Support Unit

Maesglas Community Support Unit, in Gendros, provides emergency temporary care to up to 10 adults aged 18 and over who have a learning disability.

CIW made an unannounced inspection on 08/06/22. The inspection report is in Appendix E.

The report highlights:

- The service is well managed by a senior management team that continues to develop the service around people and their carer
- People are happy at the service and have their physical, social, and emotional wellbeing enhanced by committed staff.
- Care workers treat people respectfully ensuring their personal preferences are recognised.
- The Responsible Individual (RI) is very accessible and actively involved in the service.
- CIW found a supportive and open culture in the service led by an approachable and responsive senior team.
- Care workers said, *“managers are very good”* and *“we have a strong team here”*.

Improvements identified include the environment needs redecoration and upgrading and the building is very tired throughout and there were gaps in staff training records. Areas of improvement identified in a previous visit had been achieved.

3.5 Domiciliary Care Service

The Swansea Council Domiciliary care service is a large service combining four distinct components – short term reablement, long term support to people with complex care and support needs, care and support to people with mental health conditions residing in supported living and short term crisis intervention for children and their families.

CIW made a scheduled inspection between 24th and 28th May 2021. The inspection report is attached at appendix F

The report highlights:

- The team is well run by an organised and committed management team
- There is clear oversight from the RI ably supported by an experienced team of managers
- Care staff are well trained supported and listened to
- Communication is used well and effective, ensuring staff feel linked into the service and supported through supervision
- People are well supported by well-trained care staff who want to make a positive difference to their lives
- Care workers have a good understanding of the safeguarding process
- Care workers are clear on current infection control guidance in respect of Covid - 19

Improvements identified were regarding minimal evidence that Personal Plan reviews are undertaken involving the individual and, where appropriate, their representative. There was inconsistent evidence in identifying personal outcomes and how the individual will be supported to achieve these outcomes and there was inconsistent evidence that the service provider involves the individual and any representative in revising an assessment. In addition, the inspectors found it difficult to access initial assessments in the electronic systems.

4. Areas for Improvement, Associated Actions and Progress

4.1 Appendix A outlines actions and progress being made to address the 11 Areas of Improvement identified in the inspected residential care and domiciliary care services.

5. Integrated Assessment Implications

5.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

5.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

5.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

5.2 An IIA screening has been undertaken (Appendix G). The IIA demonstrates there are positive impacts for service users accessing quality services inspected by CIW. Some areas of improvement have been identified and these are being actioned. A full IIA is not required

Appendix A – Areas for Improvement, Associated Actions and Progress



CIW inspection action
plan fin.docx

Appendix B – The Hollies CIW report



Hollies.pdf

Appendix C – Ty Waunarlwydd CIW report



Ty Waunarlwydd.pdf

Appendix D – Bonymaen House CIW report



Bonymaen House.pdf

Appendix E – Maesglas Community Support Unit CIW report



Maesglas
Community Support Unit

Appendix F – Domiciliary Care CIW report



Swansea Council
Domiciliary Support Services

Appendix G – Integrated Impact Assessment Screening



IIA_screening_form
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