



Care Inspectorate Wales

Inspection Report

**1st Grade Care (Cardiff Branch)
(Western Bay regional partnership area)**

**2 Alexandra Gate Business Centre
Alexandra Gate
Cardiff
CF24 2SA**

**Type of Inspection – Full
Dates of inspection – 25 February 2019 & 26 February 2019
Date of publication – 11 April 2019**

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Summary

About the service

1st Grade Care (Cardiff Branch) is registered with Care Inspectorate Wales (CIW) to provide a domiciliary support service in the Western Bay regional partnership area. The registered provider is 1st Grade Care Ltd, which has separate domiciliary support services (also called 1st Grade Care (Cardiff Branch)) that are registered with CIW to provide services in Cardiff and the Vale, and Gwent regional partnership areas.

Michael Poole 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. CIW regulate the care the service provides to people, however this does not include the accommodation they live in.

What type of inspection was carried out?

We carried out a full, unannounced inspection on 25 and 26 February 2019. This was the first inspection since the service registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA 2016). It was noted that the service was not operating in the Western Bay 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 RI and manager.
- Public liability insurance certificate.
- Statement of purpose.

What does the service do well?

We were informed that the service was not in operation in the Western Bay area at the time the inspection was carried out.

What has improved since the last inspection?

This was the first inspection under the RISCA 2016. Any improvements will be considered as part of the next inspection.

What needs to be done to improve the service?

We were informed that the service was not operating at the time the inspection was carried out. No areas of regulatory non-compliance were identified. We made the following recommendations to help the service develop:

- The statement of purpose should be updated with the service's current contact

details. It should also detail the RI's quarterly quality monitoring arrangements and clarify the minimum six monthly frequency for undertaking quality of care reviews. The service provider must notify CIW of any changes to the statement of purpose in line with the regulatory requirements.

- When developing the written guide, the service provider should ensure it contains all of the relevant information in '*Statutory Guidance For Service Providers and Responsible Individuals on Meeting Service Standard Regulations*' (February 2018).

Quality Of Life

The service is registered with CIW to provide a domiciliary support service in the Western Bay 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. The scope of the inspection was therefore limited. We discussed with the RI arrangements for quality monitoring the service as it develops and suggested that, even though the service was not yet operating in the Western Bay area, they could provide some evaluation of its progress on a quarterly basis in line with their RI responsibilities. We carried out inspections of the service provider's other two registered domiciliary support services in Cardiff and the Vale, and Gwent. Our findings in respect of those services are contained within separate reports.

Quality Of Staffing

Please refer to 'quality of life' above.

Quality Of Leadership and Management

Please refer to 'quality of life' above.

Quality Of The Environment

This theme does not currently form part of the inspection remit of domiciliary support services in Wales. However, we noted the service had relocated premises since it registered under RISCA 2016 and we considered there were appropriate arrangements for entry and securely storing confidential information.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by contacting us.