



## Inspection Report on

**Domcare@Fieldbay Limited**

**Fieldbay Ltd  
Chestnut House  
Tawe Business Village  
Swansea  
SA7 9LA**

## **Date Inspection Completed**

15/02/2021

**Welsh Government © Crown copyright 2021.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Domcare@Fieldbay Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Domcare@fieldbay limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes

### Summary

The Responsible Individual (RI) and the management team are effective and responsive in their roles. There are robust systems in place to monitor the performance and quality of the service. People are happy with the care they receive from knowledgeable and well trained care workers who know them well. Detailed personal plans enable care workers to provide the right support at the right time. Professional support is sought when required and enable people to make informed choices about their life. A range of activities are available for people to use if they wish and people are supported to engage and communicate with others. People's independence is promoted and respected by passionate care workers and managers.

## Well-being

People have control over their day to day life and make decisions that affect their lives. Regular meetings and face to face reviews show that people can share their opinions and have input into their own care. People's independence is promoted by well-trained care workers who are passionate about the care they provide. People are supported to access the right professional support at the right time. We saw care workers speaking to people with dignity and respect and discussing meaningful topics with the person. People using the service told us how they felt they could approach and talk openly with care workers, managers and the RI. People can feedback directly to the RI on matters that are important to them and we saw evidence of this within quality assurance systems in place.

People told us that they felt well supported and safe. People felt confident in raising concerns and knew who to talk to about any problems. A service user guide provides key information for people using the service, including the complaints procedure. The service has policies and procedures in place which reflect current legislation and guidance and care workers are familiar with these. Care workers have good levels of training and are competent in managing concerns. We saw that there is an open culture within the service where matters are addressed and reflected upon. Robust quality assurance systems are in place to maintain oversight of matters relating to people's safety and wellbeing.

People's physical, mental health and emotional wellbeing are supported. We saw that appropriate assessments and plans are in place regarding people's health. The correct professionals are involved when appropriate and assessments are put in place to ensure people's safety and well-being. People and their families have been kept up to date during the Covid-19 pandemic and visiting has been facilitated where and when possible. During times where visiting was not permitted the service promoted communication with others via FaceTime. We saw a range of detailed assessments regarding Covid-19, mobility, health and safety and nutrition. These clear documents enable care workers to provide the right care for the individual at the right time. We saw that care workers know people well and are able to support them in the right way. During the inspection we saw several people engaged in activities of their choice. The service has held events throughout the year for people to engage in across the service if they choose.

## Care and Support

Care workers and managers told us how the service considers a range of views and information prior to someone living at the service. Personal plans evidence how the individual, their loved ones and professionals are involved in the development of those plans. Regular meetings provide evidence to show that people enjoy sharing their views and/or concerns. We saw that the appropriate health assessments and professional support is sought when required such as Speech and Language Therapy (SALT). Feedback from people, their relatives and professionals is gathered on a regular basis and suggestions are considered. People told us they like their own rooms and we saw that rooms were individual to them. One person told us “I can *decorate my room as I like, with my things*”.

Personal plans are detailed and person centred. All personal plans include a detailed ‘All about me document’ and a family and life history. Care workers are able to use this to help them understand the person they care for. We saw that care workers and managers know people very well. Personal plans include detailed information about the person’s mobility, health, eating, drinking and communication. We saw that regular face to face reviews are held with the individual and these are recorded. Relatives told us they are kept up to date with any changes to their loved one’s personal plan and are able to share their views. Clear outcomes and support tasks for the individual are detailed and these enable care workers to understand what the person can do independently and what they need support with. We saw that people are promoted to be independent and make their own choices about their day to day lives. The majority of personal plans include robust risk assessments which highlight the likelihood, consequence and risk alongside a detailed action plan. We saw people engaged in activities they enjoy. One person told us “*they keep me active*”. Care workers told us that there are a range of activities available if people choose, such as reading, art and quizzes. Events had also been organised throughout the year such as baking cakes on Valentine’s Day, a Halloween party, rugby days and a St David’s day event which involved people singing in English and Welsh. During the Covid-19 pandemic people have been supported to engage in activities and communicate with others in the community via FaceTime and planned events.

People told us that they feel safe in the service and could share any concerns they have with a care worker or manager. Care workers had up to date safeguarding training and were confident in reporting concerns. Critical numbers and services policies can be accessed by care workers at any time using the electronic system. Detailed policies are regularly reviewed and reflect current legislation and guidance. Care workers go through the appropriate recruitment process and all have appropriate Disclosure and Barring Service (DBS) checks in place.

## Leadership and Management

People are supported by well trained and competent care workers. A training matrix shows the majority of care workers are up to date with mandatory training. One care worker told us that they “*always felt safe and confident*” in work. We saw care workers talk to people with dignity and respect, holding meaningful conversations about topics which are important to them. One person using the service told us that “*staff are well trained here*”. Care workers’ receive regular supervision and feel confident approaching management with queries or concerns. Care workers are supported in completing qualifications relevant to their role. Care workers are passionate and knowledgeable about their roles and responsibilities. One care worker told us about their passion in wanting to support people to become more independent and achieve their personal goals

Regular visits to the service are completed by the RI to ensure people are happy and safe. During the Covid-19 pandemic the RI has facilitated these via FaceTime or telephone conversations. We saw several records which show people and care workers are spoken to and their voices are heard. Care workers and people know the RI well and felt confident raising concerns with them. One care worker said if they needed anything for the people they support they could just ask, another said “*they take what we say seriously*”. Quality reports enable the RI and managers to have an oversight of quality assurance such as accidents. The service reflects on what they have done well and what they need to improve in detail within the six monthly Quality of Care review.

Policies and procedures are updated to reflect any changes in line with guidance and legislation. The Covid-19 policy has been updated several times in the last year to provide sufficient information for care workers to fulfil their duties. People and their families have been kept up to date in relation to the Covid-19 pandemic. One relative told us that they were able to visit their loved one during the Covid-19 pandemic and this was in line with guidance at the time. Care workers are competent in using Personal Protective Equipment (PPE) and are aware of current guidance in relation to infection control. The Statement of Purpose (SoP) is up to date and reflective of the service provided.

The service operates a culture of openness and honesty. We saw that complaints and incidents are reviewed and appropriate agencies are involved and notified. We saw clear discussion within supervisions and meetings to show that issues are raised and addressed. Care workers told us that there is a “*positive atmosphere*” at the service and are passionate about the people they support. One member of staff said that the “*service users are paramount*” and that “*their needs come first*”. One person told us how they could “*speak to staff about any concerns*”.

## Environment

The quality of environment is not a theme which is applicable to a domiciliary support service. This was a virtual inspection and a visit to the office premises was not undertaken. The service operates from a designated office which has good facilities for staff to complete training and/or supervisions. The office has good facilities to safely store private and confidential records. We saw that within the services equipment such as hoists are checked appropriately and that there are fire safety systems in place.

**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
------	--

**Areas where priority action is required**

None	
------	--

**Areas where improvement is required**

None	
------	--



**Date Published** 29/04/2021