

IMPROVEMENT
CHECK APRIL 2025

Adult Social Care Inspection

Care Inspectorate Wales (CIW)

Areas of Inspection



MCC last inspection in 2022



4 categories

People
Prevention
Well-being
Partnership

Methodology

Pre information - list of cases/complaints/compliments/carers assessment & support plans/

30 cases - 6 tracked – practitioner and service user discussion

Questionnaires – staff – people receiving services – partners

Focus groups – staff – IAA/care and support and senior staff supervising practitioners managing the 6 tracked cases

Staff interviews – CEO – CM - Director – HoS – Health – Safeguarding – Quality Assurance

Findings

23 areas of improvement identified in 2022

2022

3 areas identified as not improved in 2025

2025

2025

20 areas identified as improved in 2025

People

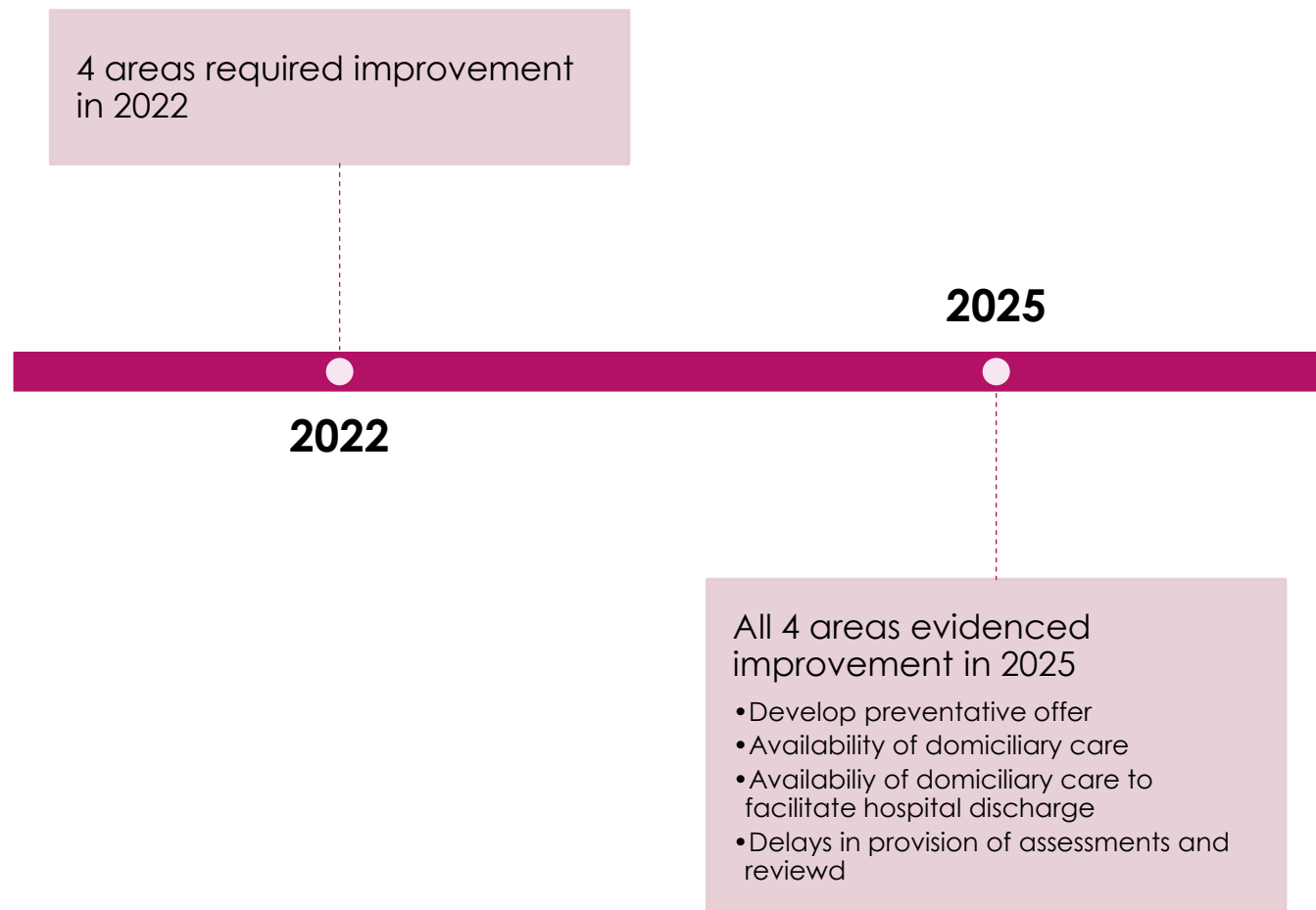
8 areas identified as requiring improvement in 2022

2022

2025

All 8 areas evidenced improvement in 2025

- Advocacy offer
- Carers assessments
- Welsh Active Offer
- Direct Payments
- Quality of assessments
- Strengths and capabilities
- Eligibility
- Quality Assurance Framework



Prevention

Well Being



7 areas identified for improvement in 2022



5 areas evidenced as improved in 2025

Section 126

Recording outcomes in safeguarding processes

Securing a management safeguarding lead

Ensuring recording processes reflect All Wales Safeguarding Procedures

Internal communication strategy



2 areas did not evidence any improvement

Contingency planning

Risk management

Partnerships



4 areas identified for improvement in 2022



3 areas evidenced as improved in 2025

Relationships with secondary health colleagues

Commissioning strategy for domiciliary care

Commissioning roles and responsibilities to be clarified



1 area did not evidence any improvement

Co-produced outcomes for carers

What we do well in 2025



The use of person centred biographies in assessments highlighted as good practice



People who lack capacity are well supported to voice their opinions with the offer of advocacy



Expansion of Assistive Technology (AT)



Increasing the availability of Micro Carers



Our strategic plan to transform ser were acknowledged as positive

Information advice and assistance service – acknowledged specialist carer IAA

Development of reablement – intake model

Commissioning – arrangements in general.

The domiciliary care tendering process in the South and service user participation

What we do well in 2025

- ▶ Safeguarding procedures are effective and performance around reporting timescales have achieved sustainable improvement
- ▶ Communication with staff is significantly improved
- ▶ Staff feel supported by their Managers and 64% would recommend working for MCC
- ▶ 87% of staff surveyed said partnerships are effective
- ▶ Integrated teams recognised as a strength with examples of a flexible interdisciplinary person centred approach to joint working
- ▶ Relationships with health colleagues and the collaborative approach delivers holistic and co-ordinated support. This was acknowledged as positive practice

Continue to Embed Strategic Plan

- ▶ 3 inter related strands
- ▶ Front Door - Information Advice & Assistance Service – Corporate Well being Strategy
- ▶ Intake Model of Reablement – increasing capacity and specialism to improve independent living outcomes and reduce social work waiting lists
- ▶ Domicilliary Care Commissioning Strategy

What Next?

Designated quality assurance & practice development post – 2 years (learning from Childrens Services)

- ▶ Develop and embed a quality assurance framework
- ▶ Develop the role of the Quality Assurance Learning Group
- ▶ Implement a formal Quality Assurance process
- ▶ Roll out an enhanced Practitioner training and support programme
- ▶ Review and monitor compliance with the case recording policy
- ▶ Monitor the full implementation of the new supervision policy
- ▶ Mandatory risk management training
- ▶ Recording – Mosaic
- ▶ Review carers offer to align with IAA function
 - ▶ Develop Carer lead role as a consultative function to universalise the offer
- ▶ Ongoing monitoring in place, regular meetings with HoS & CIW

