



Care Inspectorate Wales

Regulation and Inspection of Social Care (Wales) Act 2016

**The Regulated Services (Service Providers and Responsible Individuals)
(Wales) Regulations 2017**

Priority Action Report

Simply Safe Care Group Ltd

in respect of

Simply Safe Care Group (West Wales)

Swansea

This report contains notices where priority action must be taken by the registered person in respect of identified non-compliance with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this report is a serious matter. The notices contained within the report have been issued in accordance with our Securing Improvement and Enforcement Policy. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with this policy.

A copy of the Securing Improvement and Enforcement Policy is available on our website

Further advice and information is available on our website

www.careinspectorate.wales

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Priority Action Notice
Identified at previous inspection (action not taken to address area of non-compliance)
dated: 28 September 2023
Our Ref: NONCO-00013722-JFPB-2

Ongoing non-compliance has been identified with Regulation 35
The specific sub-regulatory failures relate to: 35(2)

The service has employed staff without consistently obtaining full and satisfactory information and documentation in respect of the matters set out within Schedule 1 of the Regulations.

Regulatory Failings

35(2) For the purposes of paragraph (1), a person is not fit to work at the service unless - (a) the person is of suitable integrity and good character; (b) the person has the qualifications, skills, competence and experience necessary for the work he or she is to perform; (c) the person is able by reason of their health, after reasonable adjustments are made, of properly performing the tasks which are intrinsic to the work for which he or she is employed or engaged; (d) the person has provided full and satisfactory information or documentation, as the case may be, in respect of each of the matters specified in Part 1 of Schedule 1 and this information or documentation is available at the service for inspection by the service regulator; (e) where the person is employed by the service provider to manage the service, the person is registered as a social care manager with Social Care Wales; (f) where the person is employed by the service provider to work in a capacity other than as a manager and in the course of their employment the person provides care and support to any person in connection with - (i) a care home service within the meaning of Part 1 of the Act which is provided wholly or mainly to children; or (ii) a secure accommodation service within the meaning of Part 1 of the Act, the person is registered as a social care worker with Social Care Wales no later than the relevant date (see paragraph (8) for the meaning of "the relevant date").

Evidence

Evidence from AFI

Staff records were reviewed during an inspection carried out on 30/05/22 and some recruitment information/documentation was found to be missing:

- The education and employment history was not available for Staff member ■, who had been employed in ■. References were unavailable and had not been requested until ■. This staff member had been providing direct care and support prior to this.
- The start date of employment for Staff member ■ was unclear, although the staff member confirmed they had been employed since the company started operating. Supervision records were available for at least as far back as ■. The employment application form for this staff member was dated ■ and a full education and employment history was not available. One character reference was undated and one character reference had a future date.

Inspection 16/2/23

We looked at 4 staff files and found inconsistencies in 3 of them. These included an incomplete application form, incomplete employment history, incomplete reference history and a DBS not issued prior to commencement of employment. Furthermore we found one of these staff

members not registered with Social Care Wales [REDACTED]

Inspection 28/9/23

We looked at five staff files and found inconsistencies in all of them. Three files had no references and one had a reference dated five months after they commenced employment. Two files had no application form or contract and one had no ID. Furthermore we found one of the five staff who has been employed since [REDACTED] was not registered with Social Care Wales, had no application form and no contract.

Impact on and / or risk to the health and well-being of people:

We have assessed the potential risk and / or impact on people's health and well-being as a result of this non-compliance as Minor and there is likely reoccurrence.

Outcomes for People

There is a potential that people may be put at risk of harm if there is not a robust recruitment system in place to ensure care staff have been fully checked and all required documentation is in place prior to commencement of employment.

Timescale for completion

22 May 2023

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