



## 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 (Western Bay)

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](http://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-00013723-CCLJ-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

#### Previous inspection

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 ■. Only one written reference had been obtained.
- The employment history for Staff member ■ was unclear as only the start dates for previous jobs had been provided. Proof of identity was not available for inspection.
- There were gaps in the employment history for Staff member ■ that had not been explored or confirmed.

#### Inspection 13/03/23

We looked at 3 staff files and found inconsistencies in all of them. These included no Identification records on two files and incomplete employment histories on two files. One file also had no application form and no interview notes.

Inspection 28/09/23

Five staff files were looked at and we found inconsistencies in all of them, including;

No references on two files and only one reference on one file

No ID on one file

Gaps in employment history on two files and one file lacked detail of a part time job (whilst at university)

No contract on two files.

**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 Moderate 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**

04 September 2023

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