



Inspection Report on

Cared care Limited

**Unit 4
Abernethy Square
Swansea
SA1 1UH**

Date Inspection Completed

21 June 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
You must reproduce our material accurately and not use it in a misleading context.

About Cared care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Cared care limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since registering under the Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	No

Summary

Cared Care Ltd is a newly established domiciliary support service that provides care and support to adults living within the Western bay area. The registered office is in Swansea marina. People are complimentary of the consistent and reliable service they receive. A team of dedicated care workers who are happy in their work, sufficiently trained and regularly supervised, supports people. There is an experienced manager in post who is registered with Social Care Wales and the responsible individual (RI) is actively involved in the day-to-day running of the business. The management team are visible daily in the service where there are systems in place to ensure good oversight and monitoring of the quality of service delivered.

Well-being

People have a voice and are involved in the content of their personal plans. Personal plans seen were completed with people and signatures were visible on them. We saw that these were reviewed routinely and updated as necessary. People are complimentary of the service and hold the service as a whole in high regard. The reliability of the service, levels of communication and continuity of care is good.

Care workers are recruited and vetted appropriately with pre-employment checks in place, treat people with dignity and respect. Care workers are happy in their roles, receive appropriate training and are supported through regular supervision and spot checks. The RI is visible daily in the service offices, and we saw evidence to conclude that the RI has good oversight of the service.

People are protected from the risk of harm and abuse. Care workers spoken to are aware of the safeguarding procedures and their responsibilities to report any concerns to the appropriate agency. The service has measures in place to minimise risks associated with cross-infection. Care workers have a sufficient supply of personal protective equipment (PPE). The service's safeguarding and infection control policies have been reviewed to reflect updated guidance.

People have access to accurate information about the service. The service is small and well-run with numerous quality assurance systems in place. Feedback collation has commenced to produce the services first quality of care report and this will be completed bi-annually ongoing. Documentation about the service including the policies and procedures are accurate and reviewed regularly.

The service are working towards an Active Offer of the Welsh language. This means being able to provide a service and documentation in Welsh without people having to ask for it. At present, there is no demand to deliver a service in Welsh to people. However if the demand should arise in the future then translation of key documents would be considered along with the recruitment of Welsh speaking care workers.

Care and Support

People are provided with the quality of care and support they need through a service designed in consultation with them. We looked at three care files and saw that personal plans are reviewed and updated as needed. People's signatures were also seen on paperwork confirming their agreement with the contents. People receiving the service and relatives told us they are consulted about their personal plans from the onset of care provision. Comments included: *"They consulted with us for the content of the care plans and they were really thorough at the assessment and throughout the care package"* and *"I'm very happy with them, they do everything I ask them to"*.

The service has mechanisms in place to safeguard vulnerable individuals to whom they provide care and support. We saw that the safeguarding policy has been reviewed and includes the new all wales safeguarding procedures. Care workers spoken to are aware of the procedures to follow if they are concerned about any person that they support. People are comfortable with the care workers that support them and care workers are starting to know people well.

The service promotes hygienic practices and manages risk of infection. We spoke to care workers who confirmed that they are provided with adequate supplies of personal protective equipment (PPE). The manager also confirmed that during observational care worker spot checks PPE is checked for correct use and disposal. People spoken with were complimentary of the infection control measures in place by the service and felt safe despite the current global pandemic. We saw that the Infection control policy included the most recently updated Covid-19 guidance.

People receive a service that has safe systems in place for medicines management and timely interventions for any deterioration in health. We saw that care workers responsible for assisting with medication have undertaken training and competency tests in the safe administering of medication. The manager told us that medication administration records (MAR) are audited on completion and any discrepancies investigated and reported to the local authority. Despite the service being relatively new, people feel that care workers know them well and can recognise any changes in health, one said *"they detected a health issue and let us know so we could call the GP immediately"*. Relatives also said they have peace of mind with the level of communication from the service: *"communication here is second to none and they let me know about things quickly"*

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. We saw that the provider utilises an electronic software system to assist in the oversight of the day to day running of the service. This includes the monitoring of calls in real time which is checked by the manager or RI routinely to ensure that there are no issues. We saw that there are several databases set up with mechanisms in place to alert the management team when things are due to be reviewed, this includes staff training and supervision requirements, care plan reviews, policies and procedures. The service is provided in accordance with the statement of purpose. We saw the current statement of purpose and this reflects the service well. We looked at a selection of policies and procedures and saw that these have been reviewed and updated as required.

Arrangements are in place for the effective oversight of the service. The RI is present in the service on a daily basis and is part of the management structure within the office. At the time of the inspection the RI was in the process of obtaining feedback from both people and care workers to compile the bi-annual quality of care report which will be forwarded to the inspector on completion. People spoken with were very complimentary about the management of the service, comments included: *“the management are most obliging and can’t do enough for me”* and *“managers always listen and are easy to talk to”*

Care workers are suitably vetted, recruited and trained to meet the needs of people they support. We looked at two care files and saw that appropriate recruitment and Disclosure and Barring service (DBS) checks were in place. The training matrix for all staff was seen and this showed that almost all care workers had completed the mandatory training as detailed in the services SOP. All Care workers are either working towards the qualifications to enable them to be registered with Social Care Wales (SCW). New care workers complete the SCW induction framework. We saw that care workers receive quarterly supervisions, however no formal supervision has taken place by the manager although both the RI and manager confirmed that this does happen routinely and will be documented in future.

Environment

The quality of environment is not a theme which is applicable to a domiciliary support service. However, the office premises are clean and spacious with no personal information on display. Most of the information of the service is stored electronically on password encrypted laptops and hard copies of files are stored in locked cupboards. We saw that environmental risk assessments take place in peoples own homes prior to care staff providing a service to ensure a safe working environment for the care staff.

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 27/07/2021