



Inspection Report on

Everycare Cardiff Ltd

**Everycare (Cardiff) Ltd
28-30
Carlisle Street
Cardiff
CF24 2DS**

Date Inspection Completed

02/02/2023

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About Everycare Cardiff Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Everycare (Cardiff) Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	21/11/2019
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Everycare Cardiff Ltd. is a domiciliary support service and has its office base in Splott/Cardiff. Mary Cottrell is the responsible individual (RI) for the service and there is a manager in place who is registered with Social Care Wales, the workforce regulator, in accordance with legal requirement.

The service provides care and support at home to individuals within Cardiff and Gwent. Care is provided by trained, experienced care workers who know people well. The quality of service is highly commended by people who use it. Personal care plans and records evidence that people are cared for appropriately and assisted to maintain as much independence as possible in their own homes. Care documentation should be more structured with archiving of information. Care staff are recruited safely. Policies and procedures are available and reviewed.

The appointed management team are visible and engaged in the day-to-day running of the service. Systems are in place to ensure the quality of care and support are provided. People are consulted about the care and support they receive and are involved in personal care planning.

Well-being

People are treated with respect by care workers. Call times are agreed as part of packages of care, with the understanding that staff can arrive up to 20 minutes before or after the agreed time. Service users told us they receive a telephone call if the care workers are running late. The manager told us there has been no missed calls as all calls are monitored on an electronic system where staff must sign in and out. There is a 24 hour on-call system monitoring this.

People appreciate that the care and support is provided in their own homes, by experienced staff who get to know them and do things the way they like. Systems are in place to ensure people are consulted as part of the review process and are asked about the quality of service. When people have concerns or suggestions, the service is responsive and will help resolve issues.

People or their representatives have appropriate information to help make decisions about using the service. Packages of care are individualised and tailored to meet the needs of the person, and often the family member who supports. People are involved in the care planning process to ensure their voice is heard.

Measures are in place to keep people safe from harm. Detailed risk assessments help ensure care and support is provided as safely as possible, considering the physical and health needs of the individual. Policies and procedures give care workers safe working methods to follow and training, competency checks and regular spot checks ensure people are safeguarded.

Staff recruitment checks give assurances that care workers are fit to work with vulnerable adults. Staff receive training around 'safeguarding of vulnerable people' and know how to raise concerns if they need to. Staff are also provided with practical training to support their work as required

Care and Support

People receive continuity of care. A written guide indicates that people will receive a telephone call from the office to let them know if care workers are going to be late or if there are any changes to the allocated staff. People told us “*We are always kept informed of any changes*”, “*the staff have been fabulous to us, we have had them for years*”, “*cant thank them enough, nothing is too much trouble for them*”. The manager told us there has been no late or missed calls as this is ‘flagged’ up on the electronic system.

A medication administration service is provided as part of agreed care packages for those who require this. People confirm that medication is given appropriately or prompted for individuals to take as prescribed.

The service assesses people’s needs and takes into account information from individuals, their families and professionals. The provider undertakes any additional training to support more detailed, appropriate assessments of people’s ‘Moving and Handling’ needs. Risk assessments consider all aspects of care and the home environment to ensure the person and care workers are as safe as possible. Personal care plans contain appropriate details to ensure care workers have sufficient guidance to know how to provide the care. We saw one personal plan contained an in-depth ‘All about me section’ which covered the persons likes and dislikes. Records show that people receive appropriate care, and professionals are consulted when required. People are consulted to review their care and are offered the opportunity to comment on the service provision through quarterly surveys.

Care and support is provided to people in their own homes. People tell us that the service is “*excellent*” and they “*have been amazing with us.*” Quality review information also indicates that people are generally very happy with the service provided. Care is delivered by care workers who have appropriate training and experience. People confirmed *that “staff are very respectful and kind.”* When care plans indicate that two members of staff are required, this is routinely provided, and the same member of staff attend for continuity. Where people are unable to represent themselves, family members or advocates help people to access and review the service. Family members who receive a sitting/respite service explain how they can relax and go out, as they have trust in the care worker supporting their relative. They also tell us if they have any concerns, they can raise this with the manager and they are able to resolve any problems. People told us “*I can relax knowing he/she is having appropriate care every day*”.

Environment

This theme does not apply to domiciliary care agencies. We found that the agency's premises were suitable and that there were appropriate arrangements in place to maintain the security of confidential information.

Leadership and Management

People using the service can be assured that there is robust and competent leadership and management of the service. We examined the agency's statement of purpose document which should outline the agency's philosophy of care. The document demonstrated that the agency has a focus on promoting "choice, independence, dignity and safety". Our review of the care documentation demonstrated that the agency actively seeks to put these values in to practice. The RI has good knowledge of the service as they support the operation on a regular basis. The RI is completing their duties to the standard we expect, including providing a detailed Quality of Care report based on their findings. The last report we viewed dated September 2022 contained all the required information.

We examined the agency's policies relating to assisting people with their medications, safeguarding vulnerable adults and complaints. We found these policies to be robust and found that they provided clear information to guide staff in their practice. We reviewed the agency's annual client's survey feedback. It was clear from reading this document that Everycare provides a service that is valued by its service users.

Staff personnel recruitment records evidence that robust systems are in place to safely recruit care workers. The RI takes any allegations of misconduct seriously and ensures the safety of people using the service, by following correct procedures around safeguarding adults at risk of abuse. Policies are in place and provide the care staff with guidance on how to carry out their role. The provider ensures they have an induction programme that equips all new staff to be confident in their roles and practice and enables them to make a positive contribution to the well-being of people using the service. Induction training, including practical 'Moving and Handling' is provided and the service benefits from having an in-house "Manual Handling train the trainer". This ensures all staff are up to date and provides the induction for new staff in manual handling.

Managers carry out spot checks on care staff in the community to see if procedures are followed. The manager told us the last spot check was carried out the previous week with no concerns identified.

Staff are supported to achieve a qualification in social care. Further support through regular supervision meetings is provided, where workers can discuss concerns and developmental needs. The service has started the process of registering all care workers with Social Care Wales, which is the regulator for the social care workforce.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 09/03/2023