



Inspection Report on

Cheerful Elegant Healthcare Ltd

**Global Link
Dunleavy Drive
Cardiff
CF11 0SN**

Date Inspection Completed

16/11/2023

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About Cheerful Elegant Healthcare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Cheerful Elegant Healthcare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	31 March 2023
Does this service promote Welsh language and culture?	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

This was a focused inspection to test the priority action notice issued at the last inspection and so may not fully consider all themes. Improvements to the service have been made and the service is now fully compliant with regulations. People are happy with the care they receive and speak highly of the care workers who support them. Care staff rotas now include adequate travel time and care staff do not feel rushed when providing care. The Responsible Individual (RI) has good oversight of the service and now ensures that robust governance arrangements are in place. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service. There are policies and procedures in place for the running of the service and people are given information about the service. Safeguarding referrals are made to the Local Authority when required and complaints to the service are taken seriously. Care Inspectorate Wales are notified of incidents as set out within the regulations. Care documentation guides care staff on how to support people and is reviewed regularly to ensure it is accurate. Care staff are recruited safely, feel well supported and like working at Cheerful Elegant Healthcare.

Well-being

People are treated with dignity and respect. People are happy with the care they receive and speak positively about the care workers who support them. People told us staff are polite and respect in their homes. The RI visits people in their own homes as part of their monitoring visits and any complaints are taken seriously. People's views are sought as part of quality assurance monitoring processes to ensure they are happy with the service. People are given information about the service which includes details of how to complain if they are not happy with the service they receive. Policies and procedures inform the day to day running of the service and are reviewed and updated regularly. The RI has good oversight of the company's resources and reports on these every three months.

People get the right care without delay. Care call times are agreed prior to the package commencing and people tell us care staff mostly arrive on time. Personal plans of care inform care staff of how to care for people correctly and also contain details to ensure people are supported to remain as independent as possible. Risk assessments are in place to keep people as safe as possible while respecting their right to make choices. Care staff feel valued working at the service and feel well equipped to do their jobs. Improvements have been made to rotas to ensure care staff have time to travel to and from consecutive calls. Care staff tell us that they have sufficient time to do their jobs safely and correctly.

People are protected from harm and abuse. Cheerful Elegant Healthcare has a robust safeguarding policy in place and care staff attend training in the safeguarding of adults at risk of abuse. Safeguarding referrals are made appropriately and monitored closely. Notifications are made to Care Inspectorate Wales in line with regulatory requirements. Governance arrangements have improved greatly and all required information is audited correctly. Care staff recruitment is safe and robust with pre-employment checks completed correctly. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when required. All care staff are in the process of registering with Social Care Wales.

Care and Support

People get the right care at the right time. Care staff rotas now include sufficient travel time for care staff to complete consecutive care calls without the need to rush or cut short the care call. Care staff told us they always have enough time to complete their calls and have a chat with the people they care for. People we spoke with told us, whilst care staff are busy, they never rush and mostly arrive on time. One person told us "*They have never missed a call*". Personal plans of care contain robust information and detail people's needs and how they should be met. There are risk assessments in place where required and all documents are reviewed regularly to ensure they remain up to date. Personal plans of care are important documents as they guide care staff on how to support people correctly. Medication is administered safely. Care staff sign Medication Administration Record (MAR) charts when they administer medication. These charts are monitored closely by the manager and RI for any errors or missing signatures to ensure they can be addressed swiftly.

People have choice and control over their lives. People's needs are assessed prior to their package of care commencing and people decide their preferred care call times. People and/or their families are encouraged to be part of care planning and review processes to ensure their personal views are captured. Personal plans of care contain people likes, dislikes and preferences as to how their care is provided. Documents also highlight tasks people can do themselves to ensure people are supported to be as independent as possible. The provider is in the process of including people's well-being outcomes within documentation, ensuring any outcomes are personal and not generic to make them meaningful. People we spoke with told us they are very happy with the care they receive and say, "*the carers can't be helpful enough*". People told us care staff are polite and respectful and one person said, "*I can't praise them highly enough*".

Leadership and Management

People benefit from the leadership and management in place. Cheerful Elegant Healthcare benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service and to guide care staff on what is expected of them.

Improvements to the governance arrangements have been made and now include the auditing of areas such as medication administration, complaints and accidents. The RI now reports on financial resources during his monitoring visit reports. Quality assurance monitoring takes place regularly and includes the aggregated data as outlined in the regulations. Quality assurance monitoring indicates the provider is committed to providing a quality service and making improvements when required. The provider is now notifying Care Inspectorate Wales of reportable incidents which ensures they are operating in an open and transparent manner. The manager understands legal requirements of caring for vulnerable people and liaises with the Local Authority safeguarding team when required. Any referrals are stored centrally and monitored closely. Complaints to the service are taken seriously and dealt with appropriately.

People are supported by staff who are safely recruited and feel valued. The RI told us the service now has a “*good, stable care staff team*” in place which has helped to improve the operation of the service. Team meetings take place regularly and care staff feel able to discuss any issues with the management. Care workers we spoke with told us they are happy working at cheerful Elegant Healthcare and one staff member said, “*I like my job very much and I have no issues at all*”. We examined a selection of care staff personnel files and found they contain all required information including identity checks and full employment history. Pre-employment checks show DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people. All care staff are in the process of registering with Social Care Wales.

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
60	Notifications (Regulation 60): The service provider must notify CIW of the events specified under Parts 1 and 2 of Schedule 3 of the Regulations.	Achieved

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
N/A	No non-compliance of this type was identified at this inspection	N/A
8	The provider is not analysing data that will inform them of the quality of service being provided and highlight any improvements that need to be made.	Achieved
41	Care staff rotas do not always include dedicated travel time for staff to get from one care call to another.	Achieved
74	Oversight of the adequacy of resources (Regulations 74(1)-(2)): The RI must report to the service provider at least quarterly on the adequacy of resources available to provide the service in accordance with requirements under Parts 3 to 15 of the Regulations.	Achieved

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Date Published 11/12/2023