



## Inspection Report on

**CPI Care Ltd**

**Ringwood House  
Dents Hill  
Newport  
NP19 9ED**

## **Date Inspection Completed**

14/07/2022

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## About CPI Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	CPI Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Manual Insert 25/11/2021</a>
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

People receive support to do the things they like and to remain as healthy as possible. Care workers and managers present as respectful, caring and knowledgeable. Most staff feel supported by their colleagues and by managers. They receive the training they need to fulfil their duties.

There are established systems in place to enable senior staff and care staff to plan and deliver care and support safely. In addition, the service provider has systems to oversee the service and to make improvements. These show the service provider continuously monitors the service provided and takes action when necessary.

## Well-being

Individuals receive the support they need and want. Care staff build relationships with people, get to know them and seek views and preferences on an ongoing basis. We observed staff catering for people's preferences and, because they know people well can anticipate their needs. People spoke positively about the care and support they receive and about what they do. We noted people make plans to do things they like and staff support them. What people want and need on a day-to-day basis and in the long-term is recorded in their care documentation.

People receive support to ensure their physical and mental health is as good as it can be. We observed people are supported with their personal care, to eat and drink well and to take their medication. We observed staff prompting people or fully supporting them depending on each person's needs. We also observed care workers supporting individuals to be meaningfully occupied and to maintain relationships with people close to them. Staff monitor people's health closely and make contact with external professionals as required.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have clear policies and procedures to guide them. There are risk management plans in place to keep people as safe and independent as possible. When somebody raises a concern, managers inform the relevant agencies and take decisive action when any care has not been delivered as expected.

## Care and Support

People receive the support they require when they need it. We observed care workers supporting people and noted a natural warmth between them. Care staff are encouraging and reassuring, and demonstrate a clear understanding of people's needs. We noted care workers adapt the way they communicate with people depending on each person's specific communication needs. We observed people are settled and appear content in their own homes. People also access services from external professionals on a regular basis. Records show this includes GP, physiotherapists and speech and language therapists.

There is documentation in place for each person. It reflects information gathered from people, their relatives and health professionals. It includes a document called "all about what matters to me" and a record of people's wishes and aspirations for the future. Detailed personal plans are in place for all the areas in which people need care and support. Where there are risks, these are assessed and steps to mitigate them are listed. These plans and risk assessments give detailed instructions for care workers to follow. Staff electronically record the daily care and support delivered to each person. People's documentation shows their plans are reviewed.

Care staff keep people safe by following clear policies and procedures and taking swift action when needed. Records show the manager deals promptly and appropriately with incidents. There are systems in place to ensure medication is administered safely. When there are difficulties with the administration of medication to people, we saw that their GPs are involved and the relevant protocols are in place.

## Leadership and Management

The service provider has a robust management structure and established systems in place to support the smooth operation of the service. The Responsible Individual (RI) oversees the services provided by the agency. They oversee progress and developments, ensure checks are carried out and collate the views of people who use the service, their relatives, and staff. Staff spoke positively about the RI, they told us they visit people who receive support, are approachable and can always be contacted. A manager registered with Social Care Wales is responsible for the day-to-day operation of the service. We saw evidence on ongoing audits and quality of care reviews. We discussed with the RI the need to improve how these activities are recorded in order to meet the requirement of the regulations. They collated their findings into a six-monthly and an annual quality of care reports after the inspection.

People are supported by staff who are fully vetted, inducted and trained. The records we examined show the provider carries out the necessary checks when recruiting staff. New staff receive an induction and staff receive training relevant to their role. One person told us the agency has improved the system in place for them to access remote training, they are supported to prioritise their own training and are supported by a central training department.

Most staff say they feel valued and supported. People spoke of staffing pressures and of changes which have occurred since the service provider's ownership changed. We saw these changes included a new electronic system to record the care and support delivered in real time and a new electronic system for staff to log the hours they work. One long-standing member of staff told us changes occurred a bit at the time and overall, it has gone smoothly. They noted managers are good and will get things sorted. Another member of staff also spoke to us about changes and expressed concerns in relation to the way staff hours are recorded along with pay arrangements. We saw the service provider is working with staff to ensure the system is used as intended for them to be paid accurately and in a timely manner for all the hours they work, including additional hours. We also saw the service provider sent out communication to clarify pay dates. We noted care workers and managers are committed to ensuring shifts are covered and on occasion they work flexibly to ensure this happens. In addition, agency workers are employed when necessary. Two people told us agency care workers don't know people well and this puts additional pressure on permanent members of staff. We discussed the staffing situation with the RI. They told us significant recruitment activities have taken place and the number of agency care workers used is decreasing. They stated their preferences for permanent members of staff to cover shifts as this offers greater continuity to the people supported. However, they added that in some instances using agency staff maintains safe staffing levels, enabling people to receive the care and support needed. Staff are committed to ensuring shifts are covered.







### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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35	The records examined show the provider carries out checks when recruiting staff. However, we noted the checks are not complete. We found gaps not accounted for in employment histories, missing references and reasons why employment with vulnerable adults have ended not checked.	Achieved
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