



# Inspection Report on

**Caremark Cardiff & The Vale**

**The Business Centre  
Cardiff House  
Priority Business Park  
Barry  
CF63 2AW**

**Date Inspection Completed**

**18/05/2022**

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## About Caremark Cardiff & The Vale

Type of care provided	Domiciliary Support Service
Registered Provider	Cardiff & Vale Caring 4 U Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	03/03/2022
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

This was a focussed inspection. The care and support provided continues to be well organised. People have care from a team of care workers that they are familiar with. Care staff feel supported and valued. Care documentation is organised, relevant and reflects people's preferences. Measures are in place to oversee and monitor the running of the service.

## Well-being

People receive a responsive service that meets their care and support needs. Care documentation is organised and reflects people's preferences and desired outcomes. Due care and attention is required to ensure any private packages of care have the same comprehensive documentation on file. Personal plans and risk assessments are kept under review with relevant people involved.

## Care and Support

Personal plans reflect people's preferences, their particular needs and are person centred. Written guidance regarding how to care for and support people is available. People receive copies of their personal plan and are involved in reviewing their care and support to ensure their care is delivered in a way that suits them. Risk assessments are in place to identify and manage known risks to people's health and safety. People receiving private packages of care should have the same care documentation in place. Including a signed copy of a service agreement detailing the terms and conditions of the service being provided. Personal plans should consistently have the date and signature of the person completing the plan and those involved in any review of the plan. Action was taken by the RI during the inspection to address any gaps in paperwork.

Care staff we spoke with confirmed they had access to care documentation and guidance explaining how to meet individual needs. They also confirmed a handover of care needs would be given if they provided care at short notice to a person for the first time.

## Leadership and Management

Governance arrangements are in place that support the operation of the service. The service is supported by a clear management structure. There are systems in place to monitor, review and to ensure ongoing improvement of the quality of the service.

Care staff files show pre-employment checks are completed before new staff start working at the service. New staff go through an induction programme and competencies are checked before staff provide care to people without supervision. Staff receive training and support to ensure they have the skills and competence to support people. Senior staff undertake regular spot checks of staff performance when providing care to people in their own homes. Staff told us that they feel valued and well supported in their roles. They spoke positively about their employment. All mentioned how *“well supported”* they felt by the management arrangements in place.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A

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