



Inspection Report on

Active Care Group - Cardiff and Vale

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TN13 1YL**

Date Inspection Completed

27/07/2023

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About Active Care Group - Cardiff and Vale

| | |
|---|---|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Staff Management Limited |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 24 November 2022 |
| 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

People are mostly happy with the care they receive and speak positively about the care staff who support them. Improvements to the service have been made since the last inspection but consistency of care staff is an area for improvement. People are involved in their care planning and encouraged to make their own choices and to remain as independent as possible. Care documentation is thorough and robust and clearly outlines people's needs and how they should be met. There are risk assessments in place where required. People's goals and preferences as to how their care is provided is documented. Care staff are safely recruited and receive training and supervision. Care staff are happy working at the service and feel well supported by management. People have been able to build good working relationships with some care staff but feel their needs are sometimes not met. There are policies and procedures in place for the running of the service and the statement of purpose is kept under review and up to date. The responsible individual (RI) visits the service regularly and engages with people using the service. There are good governance arrangements in place and quality assurance monitoring is conducted regularly.

Well-being

People are treated with dignity and respect. Care staff receive appropriate training and feel well equipped to undertake their roles. Care staff receive formal supervision and feel well supported by management. People have mostly been able to build good relationships with the staff who support them and are happy with the care they provide. People speak positively about the care staff who support them. The care provided mostly meets people's needs but there are minor incidents when people's needs are not met fully. Care documentation is robust and guides staff on how to care for people correctly. There are risk assessments in place and all documents are reviewed regularly to ensure they are up to date and accurate.

People are supported to have choice and control. People are at the centre of care planning and are included in the assessment of their needs. People and/or their representatives are encouraged to contribute to the writing of personal plans of care. Peoples likes, dislikes and preferences as to how care is delivered is captured to ensure that care is provided in a person-centred way. People are supported to remain as independent as possible and to live their lives in the way they choose. The RI engages with people using the service and seeks their feedback as part of the monitoring of the service. Complaints to the service are taken seriously but people sometimes do not feel listened to. Improvements have been made to the organisations policies and documents which are now kept under review and refer to Welsh legislation.

People are protected from abuse and neglect. Active Care group Cardiff and Vale has a robust safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. Safeguarding referrals are made to the Local Authority safeguarding team when required and any referrals are monitored as part of quality assurance monitoring. Care staff recruitment is safe with pre-employment checks completed correctly and there is a system in place to renew Disclosure and Barring Service (DBS) certificates regularly. All care staff working at Active Care Group Cardiff and Vale are in the process of registering with Social Care Wales, the workforce regulator. The RI has good oversight of the service and there are good governance arrangements in place that monitor information such as accidents, incidents and complaints.

Care and Support

People are supported to have autonomy over their own lives. People are included in the assessment and review of their needs and have opportunity to express their wishes, feelings and preferences in regard to their care delivery. Care packages are person centred and built around people's individual needs and personal outcomes and goals. People have their own personal daily routines and do the things that matter to them. People told us that for majority of the time, they do everything they want but there are occasions when staff cannot support them to do some things. We have discussed this with the provider who gave us assurances that this is something they are aware of and are actively taking steps to address. People are supported and encouraged to be as independent as they can be but have the reassurance of staff presence at all times. Medication is administered safely. There is a robust policy in place for the administration of medication, but where possible people are supported to manage their medications independently.

People do not always get the right care at the right time. Care documentation is detailed, robust and clearly outlines people's needs and how they should be met. Documents are reviewed regularly to ensure they are kept current and relevant. These documents are important as they guide staff on how to care for people correctly. There are risk assessments in place and additional information on medical conditions to inform care staff when required. People told us that, most of the time, care is "*brilliant*" and their needs are met with no issues. However, we were also told that there are times when people's needs are not met correctly because some staff lack the skills required to support them. We advised that provider that whilst these incidents are occasional this is an area that requires improvement and we expect action to be taken. People mostly have consistent care staff which has enabled them to build a positive relationship with the care staff who support them. Care staff consistency also ensures that people's care is always provided in their preferred way.

Leadership and Management

People benefit from the leadership and management in place. Active Care Group Cardiff and Vale benefits from an RI with good oversight of the service and an appointed manager who is in the process of registering with Social Care Wales. There are policies and procedures in place for the running of the service and improvements have been made to ensure documents reflect Welsh legislation. The RI monitors the service in line with regulatory requirements and engages with people using the service and care staff working at the service. A report is produced to support the visits and to demonstrate good oversight of the service. Care Inspectorate Wales are notified of incidents as set out in the regulations and safeguarding referrals are made to the Local Authority when required. Quality assurance monitoring takes place regularly and there are good governance arrangements in place. This indicates that the provider is committed to providing a quality service and making improvements when required. The provider has ensured that their statement of purpose is kept under review and up to date. This document is important as it outlines what services can be offered, to who, how and when.

People are supported by staff who are safely recruited. We examined a selection of staff personnel files and found that they all contain required information. Staff recruitment is safe and robust as pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. Care staff receive appropriate training which is refreshed regularly and they feel well equipped to undertake their roles. People told us that staff are mostly able to meet their needs, but on some occasions, the care staff member may not always have the skills required for their needs. We discussed this with the provider and were given assurances that this is in the process of being addressed. Care staff told us they are happy working for Active Care Group Cardiff and Vale and feel well supported. All staff receive a formal supervision in line with regulatory requirements. Supervision is important as it is an opportunity to discuss practice issues or needs in a formal setting that is recorded.

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 |
| 26 | The service provider is not ensuring that individuals are safe and protected. | Achieved |
| 35 | Not all staff personnel records contain all the information required by regulations to ensure they are safe and fit to work at the service. | Achieved |
| 36 | The service provider does not ensure that staff receive timely training, appropriate safeguarding training, supervision and appraisal. | Achieved |
| 6 | The service provider has not ensured the service is provided with sufficient care, competence and skill. | 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 |
| 22 | The provider must ensure that people are provided with consistent care staff who have the skills and knowledge to meet people's needs at all times. | New |
| 7 | The service provider has not ensured the statement of purpose (SOP) is reviewed in a timely manner, or revised where appropriate. | Achieved |
| 21 | The service provider is not ensuring that care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals. | Achieved |
| 16 | The service provider has not ensured that personal plans are reviewed in a timely manner and include a review of how people have been supported to achieve their personal outcomes. | Achieved |
| 60 | The service provider did not ensure the service regulator was notified of specific events. | Achieved |
| 80 | The service provider did not ensure suitable arrangements were in place to establish and maintain a system for monitoring, reviewing and improving the service. | Achieved |

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