



## Inspection Report on

**Procare Nursing Agency**

**Procare Nursing Agency Ltd  
1 Radnor Court  
256 Cowbridge Road East  
Cardiff  
CF5 1GZ**

## **Date Inspection Completed**

25/10/2023

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## About Procure Nursing Agency

Type of care provided	Domiciliary Support Service
Registered Provider	Procure Nursing Agency Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	6 and 9 July 2021
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

Procure Nursing Agency Ltd is a domiciliary support service operating in the Cardiff regional area and provides care and support to adults and children. A new responsible individual (RI) was appointed in October 2022. They have the expertise for the role and currently working towards an additional qualification. The management team works well together and they are committed to enhancing people's outcomes. The RI is making positive changes by developing better working practises, involving people in their care decisions, and actively implementing a service improvement plan.

People are positive about the service they receive and praise the care staff who provide this. They told us that *"This is a true caring company"*. People and their representatives enjoy the friendship and social interaction they gain from care staff. Personal plans are in place to inform care staff of the support people need, but this requires improvement. People are actively consulted with and their views are respected. The RI assured us that there will be improved oversight of the management of medication to protect people.

Care staff receive good support but further training areas are required. The RI regularly measures the quality and safety of the service. The oversight of internal auditing needs to be strengthened to ensure any patterns/trends are identified and acted upon.

## Well-being

People have as much choice and control over their daily lives as possible. A personalised approach is taken by the service. People are involved in the planning of the care they receive and how they wish to be supported. People have a voice, and their feedback is valued through review meetings and surveys. The service uses this information to inform future changes and improvements. Personal plans are available but requires further improvement to be fully reflective on how people would like to be cared for and mitigate risk. Care records in the adult's service need to be consistently recorded when care staff provide support, so they can be relied upon.

People are treated with dignity and respect by care staff who feel well supported and valued in their roles. People told us *"The care staff go out of the way to make me feel comfortable."* People built a positive relationship and good rapport with care staff. Families feel relaxed and confident leaving their family in the care of staff. The feedback from care staff is highly complementary about the support they receive and feel appreciated. The care staff felt strongly that they are making a difference to people's lives.

People are protected from abuse as care staff receive training on safeguarding and there are policies and procedures to guide them. They know when to raise concerns to management about people's well-being. People are able to raise concerns and we found this is acted upon. People told us, *"Communication is brilliant and the response is always there"*. We noted accident and incidents are reported and appropriate action taken. There needs to be improved oversight of the management of medication to ensure people are protected from harm. Care staff must consistently record when in and out of calls to identify and foresee any issues from late or missed calls, as this can compromise people's safety. There are safe staff recruitment arrangements in place to safeguard people.

People's social well-being is important to the service. Care staff build effective relationships with the people they support; they learn about what makes the people happy and make efforts to help them follow their interests. Families told us *"The child looks forward to the support and is excited to see the care staff"* and *"The child benefits from the support and returns home full of smiles"*. We conclude that families feel relaxed and confident leaving their family in the care of staff.

The RI and management team is fully involved in the service and accessible to people. There are good quality assurance arrangements in place to monitor and evaluate the quality and safety of the service. However, the RI intends to strengthen the internal auditing arrangements to ensure pattern/trends are identified for appropriate action to be taken. There is clear information in place to inform people what they can expect from the service. People describe the service as a *"True caring company"* and *"The office staff are always really helpful"*.

## Care and Support

People receive information about the service. There is an up-to-date service user information guide and statement of purpose available which accurately reflects the type of support available to adults and children. This helps people to make informed decisions.

Care staff know people well and have built strong relationships based on trust. People are highly complementary about the management and care staff. They describe the care staff as, *“Kind, respectful and we are so lucky to have such good care staff”*. Staff told us *“We genuinely care for others”* and *“It’s rewarding when you’re making a difference to people’s everyday life.”*

People tell us that they receive care at the right time and value the support. However, this was contrary to the electronic call records because staff are not consistently logging in and out of calls. The RI intends to strengthen the auditing arrangements to address this practice. Also, the RI took immediate action to ensure the management team is alerted when there is a late and missed calls. Care staff complete safeguarding training to recognise abuse and neglect, including what their responsibilities are to protect people from harm. People and care staff tell us that they are confident to raise concerns and felt this would be acted upon.

People contribute to their personal plan to influence how they are supported and voice their preferences. We found that people’s needs are assessed prior to using the service to confirm the suitability. Personal plans are in place which is important to inform care staff how to support people and mitigate risk. However, we found instances when key care information and risk assessments were not fully reflective of people’s needs or not always in place. This was despite the information being regularly reviewed. The RI has good intentions to address this area for improvement which we will follow up at the next inspection. The care staff consistently electronically record the support provided to children but this was not always the case in the adults’ service. The RI assured us that this was because they were in the process of transferring information’s from written records in people’s homes to electronic. The RI confirmed this will be addressed to ensure records are accurate and reliable.

People are given the opportunity to share their views about the care they receive. The review meetings show that people are happy with the service they receive and highly complementary of the care workers. All people involved in the inspection praise the care and confirm their care needs are met.

People cannot be fully assured that the medication arrangements are safe enough to protect their health and well-being. The medication policy is detailed for care staff to follow. Care staff receive regular medication training and competency is assessed. However, we noted missing staff signatures on most medication administration records. We cannot be confident that people receive the right medication as required. Although medication audits are taking place these are ineffectual as they failed to identify and address poor staff

practice. The RI is taking immediate action to address this matter. This is an area for improvement and we will follow up at the next inspection.

## Leadership and Management

Since the last inspection, there is a newly appointed RI and management team. They have made positive changes and committed to enhancing the service. The RI has the skills and expertise for the role and is working towards a suitable qualification. The RI is based at the service to maintain good oversight. The RI and the management team promotes an open and transparent approach. The care staff described the office staff, *“Always approachable and helpful”* and *“Good management support”*. The care staff described the RI and the office staff as, *“I feel valued at work and the support from the RI is exceptional”* and *“The RI always checks on us and available with a listening ear”*. The people we spoke with was complimentary of the service and a family told us *“We have had an amazing experience with this company”*.

The service provider has governance arrangements in place to help ensure the service runs smoothly. The RI monitors the quality of care and the report is shared with the service provider. The service engages regularly with people and staff to seek their views and evaluate what works well and identify future improvements. Accident and incidents and safeguarding matters are appropriately reported and investigated. More effective quality audit systems may have identified issues sooner, particularly around completeness and detail of people’s personal plans, completeness of care records, medication, and call monitoring. There are policies and procedures in place for care staff to follow, which are kept up to date.

People are protected from care staff that are safely recruited and well supported. There are robust recruitment arrangements in place to ensure all vetting checks are made prior to the commencement of their role. Care staff receive regular opportunities for supervision which is important to seek support and discuss their professional development. Care staff tell us *“Staff welfare is amazing”* and *“There is good support network.”* Spot checks are in place to evaluate the quality of staff practice, but the record could be further strengthened. Care staff receive an induction to the service which includes training and shadowing of experienced staff, which they value. Although a selection of training is provided for their role, further core training is required. This will increase staff knowledge about specific areas of their role and conditions of people they support. The RI has good intentions to address this and will be the focus over the coming year. This is an area for improvement which we will follow up at the next inspection. The Records are held which identify the care staff who are appropriately registered with the workforce regulator, and some staff are being progressed. Some care staff are suitably qualified in their role whilst others are working towards the qualification, the RI is monitoring their progress.

### 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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58	To ensure there is safe management of medication and effective auditing in place.	New
15	Staff to be provided with sufficient information that sets out how best to support the person and mitigate risk	New
36	Staff to receive additional core training to understand the specific needs of people they support.	New

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