



Inspection Report on

Cadog Homecare Ltd

**First Floor
Redwood Court
Tawe Business Villiage
Swansea
SA7 9LA**

Date Inspection Completed

05/09/2023

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About Cadog Homecare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Cadog Homecare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	12th July, 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Cadog Homecare Ltd is domiciliary support service providing good-quality care from motivated care staff. People we spoke with are happy with the care and support they receive and are treated with dignity and respect. People are supported by safe and professional care staff, with whom they have developed effective relationships.

Arrangements for the effective management and oversight of the service are in place.

Well-being

People and their representatives spoke positively about the care provided by care staff at the service. A person using the service told us, *“They are good. They know me.”*

People are treated with dignity and respect and receive appropriate, kind, and caring support from care staff they know. Staff enjoy spending time with people. Individuals and representatives told us that care staff are good, make you feel safe and respond to any issues. A family member told us, *“The company is very professional.”*

People can communicate in Welsh, to Welsh speaking staff. A person using the service told us care staff who do not speak Welsh take opportunities to use Welsh words where they can, *“Maen nhw’n defnyddio geiria fel ‘cwtch dan star’ nawr. Dwi’n dysgu nhw.”*

People are happy and are supported to do the things that matter to them. Empathy and care is shown to people, who have as much autonomy over their own lives as possible. Care staff have good rapport and professional relationships with people and interact in positive ways. A person who uses the service told us, *“They made me mash last night...She had obviously put a lot of effort into it... It was delicious.”*

People are safe and protected. They receive care and support from care staff who have been safely recruited. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered or are in the process of applying with Social Care Wales, the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the service.

Care and Support

People are happy with the care and support they receive at the service. An individual using the service told us, *“They are fabulous...I can’t speak highly enough about them.”* The process for admitting new people into the service is well-planned. Personal plans are clearly written and contain information including personal preferences, risk assessments, and detailed plans on how care and support should be delivered. People’s personal plans direct care staff to deliver care and support in a consistent way.

Care staff provide individual support to people as detailed in their personal plans. Care staff are knowledgeable about the people in their care and are empathic and patient in their approach. A family representative told us that the service is personal, staff sit with their family member and get to know them; *“Maen nhw’n eistedd gyda hi, siarad â hi, dod i nabod hi. She feels the warmth from them.”*

People’s physical health and wellbeing is promoted. Personal plans show people receive support to access social and health care professionals when needed. The service understands people’s health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible. Arrangements are in place for the safe management of medication within the service.

People are protected from harm and abuse. All care staff receive appropriate safeguarding and whistleblowing training which supports them to keep people safe. Care staff have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Refresher training is received in an appropriate and timely manner. Care staff ensure people are as safe as possible by adhering to clear policies and procedures. Records show the service deals promptly and appropriately with arising issues which could impact on people’s care and support. A family representative told us, *“They listen if we say we have a problem with anything.”*

Infection prevention and control procedures are good. All care staff receive appropriate training on infection control. People and their representatives told us care staff wear the relevant personal protective equipment (PPE) and they feel safe.

Leadership and Management

People are provided with accurate information about the service. There is a written guide which gives people who live at the service, their relatives and others, information about the service. There is a statement of purpose (SOP) which describes how the service is provided. The service provision is reflective of information contained with the SOP.

The service has strong quality assurance arrangements in place to monitor and review the quality of care and support provided. This effective oversight ensures a good-quality service, focussed on meeting the needs of individuals and promoting their wellbeing. The responsible individual (RI) visits the service and spends time talking to people. The service also has effective procedures for obtaining frequent feedback from people and care staff, to inform service delivery. The most recent quality of care review identifies areas for development and improvement and uses the experiences of people to develop and improve the care and support provided.

The manager is experienced and is working towards qualifications to be appropriately registered with the social care workforce regulator, Social Care Wales. The manager is in regular communication with the RI. The manager is supported by an office staff team, who regularly communicate. We were told that the management team are approachable and always there to help or advise staff when required. A member of care staff told us the service is *“really supportive and they listen.”*

We reviewed the service’s staffing rota and saw sufficient numbers of care staff at the service to provide care and support. Staff recruitment records contain nearly all the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. The service has a robust system in place to ensure care staff are registered with the social care workforce regulator, Social Care Wales. We observed the service was in the process of strengthening recruitment procedures at the time of the inspection.

Newly appointed staff complete a thorough induction programme which includes training, shadow shifts, staff competency checks, introductions to policies and procedures and induction supervisions. Care staff training records indicate they have access to a variety of training opportunities and all staff files we viewed showed staff had completed a good level of training.

Care staff are provided with one-to-one support, through supervisions, annual appraisals. Management offers daily support to care staff when required and undertakes frequent spot checks for quality assurance. A member care staff told us, *“I ring all the time. Management are great with this. When you need them they are there.”*

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

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