



Inspection Report on

Cardiff Homecare Services (Gwent)

**111 Oxford Street
Nantgarw
Cardiff
CF15 7SU**

Date Inspection Completed

05/12/2023

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About Cardiff Homecare Services (Gwent)

Type of care provided	Domiciliary Support Service
Registered Provider	Cardiff Homecare Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	31 August 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

Cardiff Homecare Services Limited is a domiciliary support service. They provide care and support to people in their own homes. This report is for the Cardiff & Vale and Gwent areas.

People receive a reliable service and are, overall, very pleased with the care they receive and appreciate the continuity of staff. Care workers are respectful and treat people with dignity. People are involved in their care planning and are encouraged to make their own choices and to remain as independent as possible.

A registered manager has day-to-day responsibility for the running of the service. Operations run smoothly as the manager and supporting staff work well as a team. Care workers are happy working at the service and feel well supported by management. Care staff are safely recruited and receive training and supervision.

Oversight of the service needs improvement. The service is operating without a responsible individual (RI), who's role is to have oversight of the quality of the service and drive improvements. There are governance systems in place which are followed but do not fully meet all regulatory requirements.

Well-being

People and their representatives are happy and complimentary about the relationships they have with care workers and office-based staff. *'Very good', 'friendly' and 'respectful'* are comments made by people and their representatives. Care workers have a good knowledge of what people's needs are and what is important to them. There is a high level of continuity with people seeing the same care workers on a regular basis. One person said *'I know all the carers that come to me. All carers are lovely and make me feel comfortable'*.

People are supported to be as healthy as they can be. Care workers follow personal plans to ensure care is delivered to support and promote well-being. The service provides support for people with medication needs. Care workers know the people they support well and can identify the signs of deterioration or ill health. When people's health declines, the service provides support to access relevant professionals.

People have control over their day-to-day life. People are involved in their care planning and encouraged to make their own choices and to remain as independent as possible. Individuals are consulted about their needs. One person said *'The carers know my ways and always follow my preferences'* another person said *'They always do what I need or want'*.

People are protected from harm and abuse. Care workers are trained to meet the needs of the people they support and receive training in areas such as safeguarding and medication management. Care workers know the action they are required to take if they suspect a person is at risk of harm or is being abused. They are also confident their manager would take any concerns seriously to make sure people are properly safeguarded.

Care and Support

People receive care in their own homes, delivered by local care workers who know them well. Systems are in place to consult people about their care and support needs before their care starts and when in receipt of a service. The service makes every effort to listen to people's requests including trying to ensure call times are as near as possible to the desired time. When people require the support of two care workers, this is consistently provided.

Support is provided in accordance with personal plans. Personal plans give information about people and their care needs; we found care documentation require further development to ensure they are sufficiently detailed. Where necessary risk assessments need completing. Care workers can access care plans on an electronic system. Records are kept showing the care given and notes call times.

The service provides continuity of care. People are cared for by a team of familiar staff, described as *'friendly and engaging'*, and *'I can have a laugh with them, they really know me well'*. When there are gaps due to sickness or absences, the care is delivered by the wider office staff or provider who are qualified to do this. Documents are available with information to let people know how to raise concerns and people told us they knew how to do this. People confirmed that if they raise an issue, this is addressed and resolved.

The service is proactive in making referrals to health care professionals or social services when necessary. The provider tries hard to match care workers with a person, so they share common interests. One person using the service described care workers as *'Wonderful human beings, who are well suited to the job'*.

Care staff receive appropriate training and feel well equipped to undertake their roles. Care staff receive formal supervision and feel well supported by management. One person using the service said that care workers are *'very good at their job'* a second person commented *'I am confident in their abilities'*. Medication administration is provided safely by trained, competent staff, but improvements are needed for the recording and application of prescribed creams.

Leadership and Management

A manager registered with Social Care Wales is responsible for the day-to-day running of the service in both geographical areas. Operations run smoothly as the manager and supporting staff work well as a team. One carer said *'It's a good team, we help each other well. It's a good place to work'*. Care staff tell us there is good communication with the office and they feel supported in their role when in the community. One carer told us *'Management are doing their best, they are very approachable and supportive.'* An effective 'on call' system is in place when the office is closed so that people and care workers can access support.

People always receive their support at the agreed time, or within a reasonable time. Systems are in place to ensure managers or duty officers act quickly if a call time is likely to be delayed. People tell us their calls are on time, and they have no issues around this. The service provides a copy of the call schedule for people who like to know which care worker is going to be calling. People are complementary of the service they receive, saying *'They are wonderful, I have no complaints, they are fantastic'* and *'I was anti care, but I am very impressed as are all my family'*.

People are protected as far as possible from harm. Care workers recruited by the service undergo the appropriate checks to ensure they are fit to work with vulnerable adults. Training is provided to the correct level and includes awareness around safeguarding people. The safeguarding policy requires strengthening to bring it in line with current policy. Safeguarding referrals are made to the Local Authority safeguarding team when required and any referrals are monitored.

The service is operating without a responsible individual (RI) for approximately a year. Quality assurance systems are in place, but these are not fully in accordance with regulations. Improvements are noted but not always carried out in a timely manner. There is currently no evidence of impact on people using the service, but this is identified as an area for improvement, we expect the provider to take action to address this.

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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9	The service provider has not made effective monitoring arrangements in the absence of a responsible individual.	New
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