



Inspection Report on

Cared care Limited

**Unit 4
Abernethy Square
Swansea
SA1 1UH**

Date Inspection Completed

14/02/2023

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About Cared care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Cared care limited
Language of the service	English
Previous Care Inspectorate Wales inspection	21 June 2021
Does this service provide the Welsh Language active offer?	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

Cared Care Limited is a small domiciliary support service for adults over the age of 18 in the Western Bay area, which consists of the counties of Swansea and Neath Port Talbot. People receive a very good and consistent service from care staff who are very happy in their roles. Feedback received from people, their relatives and staff is all extremely positive. People are involved in the development of their personal plans from the onset of care and at regular reviews. Communication with people is excellent and they have the support they need when they want it. There is a small team of dedicated care workers who deliver the service who feel valued, supported, and appropriately trained to do their work to a good standard. There is a committed manager and responsible individual (RI) in place who are visible in the office daily and carry out care calls with people to maintain continuity of the service to people when required. There is good communication within the care team and good oversight of the service giving people the opportunity to drive improvements when possible.

Well-being

People are provided with the information they need to understand what care and support is available to help them to achieve their health and well-being goals. People are given a copy of the Statement of Purpose (SOP) and Service user guide (SUG) prior to the care starting which are up to date and reflect the service and what it offers. Personal plans are in place and agreed with people prior to the first call taking place so that they can anticipate what to expect on each visit.

People have a voice and personal plans are written from their perspective. Personal plans are detailed and give a good overview of the individual, their personal history, likes and dislikes and what matters to them. These are updated to ensure they meet the changing needs of the individual. Feedback from people and their relatives in relation to the service is excellent and comments include *“they’re absolutely amazing”*, *“marvellous”* and *“Magnificent, absolutely magnificent.”*

People are protected from the risk of harm and abuse. Care workers undertake safeguarding training and are aware of their responsibilities to report any concerns they have about the people they support. The service follows the Covid -19 guidance and appropriate use of personal protective equipment (PPE) is in place. There are policies in place for safeguarding and infection control which reflect recent legislation.

People are treated with dignity and respect by care workers who feel supported and valued in their roles. Care workers are happy in their roles and have a good rapport with people. They receive routine supervision and annual appraisals as well as appropriate training to deliver care to meet the needs of people.

The manager and RI are visible in the service daily. The RI routinely visits and speaks with people to gain their feedback about the service to drive improvements. At the time of this inspection the quality-of-care review did not meet the regulatory requirements however, this was addressed immediately and is now in place. The RI assured us that going forward this will be completed bi-annually as required by the regulations.

Care and Support

People are provided with the quality of care and support they need through a service designed in consultation with them. We looked at two care files and found personal plans are written in the first person where the individual narrates their needs to care staff. We found sufficient detail in these personal plans to understand a brief history of the person, what is important to them and the support they require from care staff. The information is clear and easy to follow. Regular reviews take place where people are asked if they are happy with the service and if it meets their needs and any changes that are required are noted. People told us that communication with the service is excellent and commended the quality of care they receive. Comments included: *“I have seen the care plan and they have come back since for reviews etc; they always keep in touch and are very accommodating”* and *“the first thing they did was go over the care plan with us, there is good continuity of care, and they have great communication, and they are very professional.”*

The provider has mechanisms in place to safeguard people receiving the service. Care workers have completed safeguarding training and there is a policy in place that reflects the current Wales safeguarding procedures. Care workers spoken with are aware of the procedures to follow if they have concerns about people they support. Due to the small size of the care team at present, the service provided is very consistent. All care workers know the people they support very well and have built good relationships with them. This has gained their trust to talk to them if anything is upsetting them. We were told that since starting the service, there has not been any missed calls: people spoken with confirmed this *“they have been coming in for two years, they’ve never been late, never missed a call”* and *“X feels safe with them, and I feel that X is safe in their hands.”*

The service has good systems in place for the management of medication, and consistent care enables care workers to respond promptly to any deterioration in people’s health. We saw that care workers complete medication training and competency tests are undertaken prior to assisting people with medication. Medication administration records (MAR) are completed correctly and audited by the senior care team before being sent for further checking by the medication management team. Should any discrepancies arise the manager told us that these would be investigated and reported to the local authority straight away. The small care team and consistency of visits enables care staff to recognise any changes in people’s health and seek medical support quickly, relatives said, *“the team is really small which makes a big difference to Y who can’t remember people, but they remember faces and trusts them”* and *“I have full confidence in them and the management.”*

Environment

The environment is not a theme which is applicable to a Domiciliary Support Service. However, we visited the office premises, which are on the ground floor. The office is light and clean with no confidential information on display. Paperwork is stored in locked cupboards and electronic records are stored on password encrypted devices that can be accessed remotely if required. Environmental risk assessments take place in people's home to ensure a safe working environment for care staff.

The service promotes hygienic practices and manages risk of infection. The service is well stocked with personal protective equipment (PPE) for care staff to use as required. The service has an infection control policy in place and works in line with current guidance.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. We saw the services policies and procedures, and these are reviewed annually or more frequently if required to reflect any changes in legislation. The service's SOP accurately reflects the service, and an updated version was submitted as required through the Care Inspectorate Wales notification. There is an electronic call monitoring system in place to monitor care delivery times and ensure care workers arrive and leave their calls safely. Any issues are addressed immediately, and the service is proud of its status of 'never missed a call.' The manager carries out audits on paper records and there are alerts in the electronic system and reminders when tasks such as peoples personal plan reviews are due.

There are good procedures in place to ensure that care workers are suitably vetted, recruited and trained to meet the needs of people they support. Two personnel files were viewed, all documentation for safe recruitment and background checks are in place which includes reference checks, identification documents and up to date Disclosure and Baring Service (DBS) checks are in place. Care workers receive regular supervision meetings with the management team to discuss any issues in their role, spot checks are carried out to monitor the quality of care delivered. Care workers also receive an annual appraisal to review their performance and development. Most of the care workers are registered with Social Care Wales (SCW) – the workforce regulator and if not, they are working towards this. Comments from care staff in relation to the service included: *"it's a really nice company, we are like a little family and its lovely"*, *"they are very accommodating and flexible"* and *"they are very supportive."*

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. People and their families are routinely asked to share their feelings on the service they receive through the review process, RI visits and questionnaires. At the time of the inspection there was not a sufficient quality of care review in place as required by the regulations. The RI took immediate action to address this, and the report was forwarded to the inspector on the night of the inspection visit. Assurances were given that this will be completed bi-annually as required ongoing using the template available. As there is no impact on people in the service, we have not identified this as an area for improvement but will consider this at the next inspection. The RI is visible in the service daily and often assists with the personal care tasks to maintain continuity to people.

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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Date Published 21/03/2023