



Inspection Report on

Haven Care Cardiff

**Haven Care
Fielding House
43 Thornbury Close
Cardiff
CF14 1UT**

Date Inspection Completed

29/11/2023

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About Haven Care Cardiff

Type of care provided	Domiciliary Support Service
Registered Provider	Haven Care Cardiff
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the service provider's first inspection as a domiciliary care service, registered January 2023, as Haven Care Cardiff.
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrating a significant effort to promoting the use of the Welsh language and culture.

Summary

Haven Care Cardiff provides care and support to people in their own homes in the North of Cardiff. The service provider is a registered not for profit charity.

People like their care staff and the management team, describing them as “*amazing*” and “*Haven Care put people first*”. Feedback from people using the service and staff is highly complimentary. Care is provided by an experienced and competent workforce. People are part of the consultation process about their care, which is reviewed regularly. Care delivery is delivered in accordance with people's plans and documentation around this is very good.

The service provider has governance systems in place, identifying what the service does well, but also understands how it can develop and improve. Care workers are recruited safely. A dedicated, effective manager ensures the service is run smoothly. The service needs to develop staff training and monitoring systems, such as auditing medication and care records and testing staff competencies, to promote quality and safety checks.

Well-being

People are treated with dignity and respect. Care staff understand the needs of the people they care for and do so with kindness and patience. People speak very highly of the service. People and their relatives described their care staff as, "*Wonderful, they go over and above*", "*They are highly professional*", "*They are really good, I am impressed with them*", "*They go out of their way, they are very kind and caring...they are very receptive*", "*We can't speak highly enough, we are very pleased with them*", "*They have been amazing*", "*Its commendable from them every week*". People told us that the care received is hugely beneficial to their lives.

People are supported to have choice and control. People and/or their representatives are included in care planning processes and decide what care is required and when. People have choice and control of their day to day lives and have a voice. People can do the things that are important to them and are encouraged to remain living at home for as long as possible. People using the service are achieving good outcomes and improved mental, emotional and social well-being. Leadership and management demonstrate an empathetic attitude about people using the service and have a strong commitment to delivering a good quality service. Quality assurance monitoring takes place regularly and includes seeking the views of the people using the service. The Responsible Individual (RI) completes monitoring visits as required and has good oversight of the service.

People are protected from abuse and harm. There is a safeguarding policy in place and all care staff attend safeguarding training. Care staff recruitment is safe and robust. Pre-employment checks are completed prior to employment commencing and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

Care and Support

People consistently get the right care and support at the right time. Care staff arrive on time and stay the full duration of a scheduled visit. People always get a rota in advance before care staff visit which includes a photograph of who will be visiting. People have access to familiar care staff and build meaningful relationships with their care team. The service consists of a small team of care staff who get to know the people they support very well. One person using the service described it as, “*They are a small, tight knit, very professional team.*” Care staff have built positive relationships with the people they provide care and support to and do so with kindness and respect.

Feedback from people regarding their care delivery is highly positive. Most people we spoke to who have experienced receiving domiciliary support from other care companies felt “*the approach from Haven care is the best*”. Care staff go the extra mile for people and there is a shared sense of responsibility and community belonging to care delivery. We were told, care staff use creative approaches to engage with people to optimize their well-being needs holistically. As one example of this, we were made aware of one care worker who plays the harp as a musical instrument for a person during a social visit.

Personal plans of care contain very detailed information about people, their care needs, risks and how best to support them. Personal plans are important documents as they guide care workers on how to care for people correctly. We read highly detailed daily notes completed by care staff after direct work with people. We found good evidence of written records that demonstrate those who use the service, receive a person centred and individually tailored approach from care staff. Daily notes completed by care staff and feedback from people and their representatives, indicate care staff use holistic approaches in practice when providing care and support to people. This means looking at the whole person including their physical, emotional, social, and spiritual well-being needs, not just their care and practical needs.

There are medication and infection control arrangements in place which require development. Medication recording charts need to be regularly audited and the provider needs to revise their infection control policy to include Covid 19 guidance to staff.

Leadership and Management

People benefit from the leadership and management in place. Care staff feel well supported and valued by the management team. Feedback from care staff about the manager is very positive, describing the manager as, “*brilliant*”, “*excellent, kind and thoughtful*”, “*very caring*”, “*always has time for me*”. One member of staff described the whole care team as “*a nice group of people*”. People using the service also spoke positively about the manager, describing the manager as proactive and responsive.

People are supported by care staff who are safely recruited. We examined a selection of care staff personnel files and found that they all contained the required information including identification checks and a full employment history. Pre-employment checks including DBS certificates and references 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 formal supervision in line with regulatory requirements. Supervision is important as it provides opportunity to discuss any practice issues or staff developmental needs in a formal setting that is recorded. Care workers are appropriately registered or working towards their registration with Social Care Wales (SCW), the social care regulator.

Quality assurance monitoring takes place regularly and includes seeking the views of people using the service. Quality assurance monitoring indicates that the provider is committed to providing a quality service and making improvements when required. There have been no complaints to the service or safeguarding concerns. The RI needs to ensure medication MAR charts and care documentation is regularly audited and care staff practices are monitored through recording of spot checks, to ensure quality assurance monitoring is as robust as possible. Care staff receive training, which needs to be developed further to ensure mandatory and additional training is in line with the needs of those who use the service.

Care staff and people using the service described the positive culture and values led by the service provider. The service provider’s mission statement and core values guide the approach to service delivery. These values are associated with the faith and spiritual belief of the charity. Care staff and people using the service described the ethos of the service provider as a “*caring*” company. We have asked the provider to ensure their mission statement and values are included on their Statement of Purpose document and Service User Guide.

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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