



# Inspection Report on

**We Care You Plus Ltd**

**1 Schooner Way  
Cardiff  
CF10 4DZ**

**Date Inspection Completed**

14/03/2024

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## About We Care You Plus Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	We Care You Plus Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection since the service registered with Care Inspectorate Wales
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

People are very happy with the care they receive and speak highly of the care staff who support them. Personal plans of care are in place but need to be more detailed to guide care staff more effectively. Risk assessments support personal plans where required and all documents are kept under review. Care staff recruitment is safe and robust and pre-employment checks are completed correctly. Care staff are happy working at the service and feel well supported by the management. Care staff attend appropriate training and most care staff have received a formal supervision. There are policies and procedures in place, but some contain incorrect information that needs to be updated to reflect Welsh legislation and organisations. The Responsible Individual (RI) is present at the service most days and has good oversight of the day-to-day operation. People's views regarding the service are sought regularly and the RI is aware of quality assurance requirements. There have been no complaints received by the service or safeguarding referrals made to the Local Authority since the service began operating.

## Well-being

People are treated with dignity and respect. People receive support from care staff who understand their needs and promote their independence. Personal plans of care are in place and reviewed regularly but we found some require further information to better inform care staff. Care staff continuity is good and enables people to build relationships with care staff. People's views are sought as part of quality assurance monitoring and people have access to information about the service. People feel involved in their care planning and well communicated with by the care staff and office staff. People are happy with the care they receive and speak positively about the care staff who support them. Care staff receive appropriate training and supervision and feel well supported by the provider. Care staff tell us they have the skills and time to undertake their roles correctly. There are policies and procedures in place, some require updating to reflect Welsh legislation.

People are protected from harm and abuse. The provider has a safeguarding policy in place but some details need to be updated. The RI is aware of safeguarding processes and requirements and know how to make a referral to the safeguarding team when necessary. All care staff receive training in the protection of people at risk of abuse, which is refreshed regularly. There is a complaints process in place and people feel able to discuss any concerns with the provider. Care staff are recruited safely as pre-employment checks are completed correctly prior to care staff commencing employment. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when required or to check the status of care staff on the update service. The organisation statement of purpose is updated when required and the provider understand requirements to report incidents to Care Inspectorate Wales.

## Care and Support

People get the right care at the right time but care documentation needs to be strengthened. Prior to services commencing an assessment of the person's needs is completed to ensure the provider can meet these needs correctly. People have a personal plan of care in place, but we found that some lacked robust information about people, their needs and how care staff should support them. We were assured that this would be rectified immediately. Personal plans of care are important documents as they guide care staff on how to care for people correctly so should contain enough information. There are risk assessments in place where required and all documents are kept under review to ensure they remain accurate. People told us that they get the correct support from dedicated care staff who support them well. Care staff told us that they are allocated enough time to undertake their roles so people do not feel rushed.

People can be assured they have choice and control. People are at the centre of care planning and have opportunity to choose their care call times and agree what support is required during the care calls. The service tells us that they are very flexible with care delivery times and are able to change times and days if required. People receive good continuity of care staff which has enabled them to build positive relationships with the care staff who support them. Good care staff continuity also ensures that people receive their care in their preferred way. People told us that they are very happy with the care they receive and have no issues at all but would feel able to make a complaint to the manager if they needed to. People told us that communication from office staff is very good and they are always aware of which care staff member will be delivering their care.

## Leadership and Management

People benefit from the leadership and management in place. The service benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service and to guide care staff on what is expected of them, but we found that some policies contain details of English legislation and the details of English regulators. We have advised the provider that these need to be updated to reflect Welsh legislation and Welsh regulators. The RI is in the process of gathering information to produce the first quality of care report and ensures people's views are sought through the quality assurance monitoring process. There is a robust complaints policy in place, but no complaints have been received since the service started operating. People are given detailed information about the service they can expect to receive, but some details within this document require updating. The RI and manager are aware of safeguarding processes and reporting arrangements but have not yet had the need to make any safeguarding referrals to the Local Authority. The organisation statement of purpose is kept under review and updated when required. This document is important as it sets out how care can be provided, to whom, when and where.

People are supported by care staff who are well trained and safely recruited. Care staff are happy working at the service and feel well supported by the manager. One staff member told us, "*I have no issues, I am very happy and I love my job*". Care staff attended training appropriate to the roles they undertake and feel well equipped to do their jobs. Most care staff have received a formal supervision and there are plans in place for newer care staff to receive supervision. Formal supervision is important as it is an opportunity to discuss any practice issues or needs in a setting that is recorded. We examined a selection of care staff personnel files and found that they contain the required information. Pre-employment checks including references, and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. All care staff working at the service are registered with Social Care Wales.

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