



## Inspection Report on

**We Kare Ltd**

**Regus House  
Malthouse Avenue  
Cardiff Gate Business Park  
Cardiff  
CF23 8RU**

## **Date Inspection Completed**

03/04/2024

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## About We Kare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	We Kare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	19 December 2022
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

Wekare Ltd provides an excellent standard of care and support to people in their own homes. This service goes above and beyond to empower individuals to live a fulfilled life.

People receive care and support, in their preferred way, from a consistent staff team who they like and are familiar with. We saw support provided is person centred and outcome focused. Personal plans provide accurate and up to date information regarding people's care needs and the way in which care staff should support each person. People are very happy with the care they receive.

Care workers enjoy working at the service and are well supported. They are safely recruited, and relevant training is provided, to ensure they understand the needs of the people they support. There are detailed policies and procedures in place to guide staff.

Wekare Ltd has an extremely positive culture towards the people they support and the care workers delivering the care. The Responsible Individual (RI) and manager take an active role and are present, supportive, and directive in the service. People are fully consulted, and the service consistently identifies areas for improvements to further enhance the quality of the service.

## Well-being

People and relatives gave us excellent feedback about the service provided. People receive a consistently high standard of care from skilled, motivated staff, who are professional. People have formed strong bonds with their care workers and have the utmost confidence in their knowledge and abilities. Whenever possible the same care workers provide support to people to provide continuity of care. People and their relatives said that they very much appreciate the stability which this offers.

People are encouraged to have control over their day to day lives, as far as is possible. Choices are available to people in terms of how they wish to receive their care and support. People are consistently involved in their own care and matters that affect them. Regular reviews, meetings and feedback ensure that their voices are heard. The service has a high regard for people's opinions and values feedback about the service they receive.

Care workers and the wider management team diligently follow a positive culture of support, whilst ensuring people's wellbeing, physical and mental health needs are met, and people experience good outcomes. Communication across the service is exceptional and relatives informed us the manager and staff are very supportive and helpful. The provider operates with a positive approach to problem solving and working with others to achieve the best possible outcomes. The provider strongly advocates for the people they support, particularly in relation to external agencies and obtaining additional support where necessary.

People are protected from abuse and neglect as care workers know what to look out for and how to raise concerns if they suspect someone's well-being is at risk. Care workers receive regular and updated training in safeguarding and have access to clear and detailed policies and procedures to guide them. There are risk assessments in place to keep people safe and promote independence as far as possible. Risks known to people's health and well-being are recorded and managed to keep them safe. People told us they feel safe because staff are friendly, skilled and dedicated.

## Care and Support

People understand what care and support opportunities are available to them and the service works with people to develop a package of care. The service takes time to speak to people, getting to know them, and helping them to understand what the service can offer. There are thorough and robust pre-admission procedures to ensure the service can meet the care and support needs of people.

People's physical, mental health and emotional well-being are promoted. Personal plans and risk assessments are in place to inform care workers about how each person wishes to be supported as well as what staff must do to promote people's health and well-being. People receive care and support at a pace and frequency to meet their needs.

People experience consistency and continuity of care from dedicated, compassionate care workers. Care staff know and understand people well and treat them with dignity and respect. People told us they get along well with the care workers and the management team. Care workers provide support and take prompt action in response to changes in people's health. People told us care workers treat their property respectfully and maintain high standards of cleanliness.

The service keeps clear records about people's mental and physical well-being. This enables them to review someone's care and support to respond to changing needs or know when to contact appropriate healthcare professionals when needed. Care workers make detailed recordings of the care they provide during calls. The care recording system prompts care workers to complete set tasks during each call, including those related to medication. This ensures all essential tasks are completed.

People's rights are protected as the manager makes sure people have access to the right support and/or access to other services. The service goes above and beyond to help people by guiding them to access support for their health, safety and well-being. Contact is made with appropriate health and social care professionals when required. The service is good in supporting people to access appointments and hospital visits, often providing support beyond contracted agreements.

## Leadership and Management

There is highly effective oversight and governance of the service by the management team. There is a positive culture of care and openness with both the RI and manager making themselves available to people and care workers. Both are very approachable, and supportive, ensuring individuals can make their wishes known and raise issues if required. The service resolves issues that arise quickly. People have access to representation when they find it difficult to manage their own affairs.

People enjoy being supported by the service, and family members feel reassured that their loved ones are being well looked after. Relatives of people who use the service appreciate the good communication they receive about their loved ones. All feedback received is extremely complimentary about the care and support provided, communication and positive culture in the service.

Care staff are extremely passionate and competent in their roles. They are safely recruited and enjoy their work. They feel valued and well supported by the management team. All care workers told us they have a very positive working relationship with senior staff, and that they feel listened to. Regular training and competency reviews ensure care staff are supporting people effectively. Senior staff regularly assess care workers performance and competence during spot checks of their practice.

There are very well organised administration systems which help ensure people receive a safe, dependable service. People receive support at the right time as an electronic call monitoring system is used to track the delivery of care calls in real time. This means any delays can be immediately addressed. There are processes in place to ensure the quality-of-care provision including regular spot checks, audits and regular reviews of personal plans and risk assessments.

The provider ensures the service is run smoothly. The RI has effective oversight of the running of the service and works closely with the manager to deliver positive outcomes for people. There are robust and thorough processes to regularly monitor the quality of the service provided and to ensure the service is run safely. Some regulated areas of quality assurance require strengthening, and we found regular supervision for care worker needs implementing, however there is no impact on people receiving a service.

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

	inspection	
36	The service provider must ensure that arrangements are made for the support and development of staff.	Achieved
59	The service provider must ensure that records relating to individuals are complete, accurate and up to date.	Achieved



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