



Inspection Report on

Evoo Healthcare Ltd

**Alexandra Gate Business Centre Ltd
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Ffordd Pengam
Cardiff
CF24 2SA**

Date Inspection Completed

18/10/2024

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About Evoo Healthcare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Evoo Health Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	16 October 2023
Does this service promote Welsh language and culture?	The service is not making a significant effort to promote the use of Welsh language and culture.

Summary

Evoo Health Care provides care and support to people living in their own homes. People are extremely happy with the responsiveness of the service and quality of care. People experience good outcomes and are appreciative of their regular care workers who often do more than expected of them. There has been significant improvement in providing a reliable service, with visits now taking place on time. Documentation around care and support has improved.

Strong leadership and management ensure the day-to-day operation of the service is run smoothly. Care workers are fit to work with people, trained and competent. Care workers are highly supported. Very good systems are in place to oversee all aspects of the service.

The provider has a nominated responsible individual (RI) who has shown some improvement around the understanding of the regulatory requirements for the service and the RI role. The provider needs to support the RI further to develop their understanding, and ensure their duties are fully undertaken. The provider is supportive of the service and ensure resources are available to drive improvements and secure a quality service.

Well-being

The service ensures people are informed and listened to. The provider has a statement of purpose to let people know what to expect from the service. There is currently no requirement on the service to be provided through the medium of Welsh, but it would be responsive if this is required. People are consulted before the service is provided and people's wishes and goals are recorded. Personal plans are agreed by people or their representative. People have regular teams of care workers and know who will be visiting them in advance. People know how to get in touch with the service and are confident any matters will be responded to.

People are supported to remain as healthy and as active as possible. Care is scheduled as agreed and provided at the right time, by the right number of care workers. People who require help with medication are supported appropriately and records kept. Care workers can cook a meal, and people are very happy with their dietary provision if this is part of their identified care needs. Care workers are thorough when providing care, ensuring they make observations around the person's presentation, supporting them to get the right health assistance if this is needed. People's mental health is considered, and the service is successful in supporting people who may need to be approached in a sensitive manner to help reduce any anxiety.

The service keeps people safe and protected from abuse or neglect, but the provider needs to support the RI to ensure regulatory requirements are met. The manager has clear oversight of the service and feels supported by the RI, but the RI is not fully meeting their regulatory duties. The manager demands high standards ensuring systems are followed to monitor and improve the service. Care workers are fit to work with people in the community, have relevant training and are registered as care workers with the workforce regulator. Training is appropriate to meet people's needs and regular spot checks and competency testing makes sure care workers consistently work to a high standard. When issues are identified, the service is responsive and takes action to improve the quality of care. When the service believes people are at risk in the community, they seek support from relevant authorities to help safeguard individuals.

Care and Support

People experience good continuity and quality of care. People told us they have the same team of care workers, with only slight changes to cover sickness and absence if needed. People know in advance which care workers are visiting. Good working relationships are developed as care workers get to know people very well. People are complimentary about the care workers and overall quality of care delivered with comments such as “*They do a thorough job,*” “*The vast majority of care workers go way over and above what is expected of them,*” and the service is “*Absolutely excellent.*” Records show people receive their care at the right time, and for the agreed amount of time, and people confirmed this.

The provider has secured improvement around planning and recording of care, with positive outcomes for people. Person-centred plans with good background information and detailed tasks guide care workers how to provide the right care and support. Care workers follow plans and prompts on electronic systems, so care is delivered as required. The service closely monitors medication administration. Good supporting daily records provide assurances, and families of people can view these on an App so they know what support has been provided and when. People receive support to access health professionals if required. We saw examples where care workers had diligently escalated concerns if people presented unwell, getting prompt emergency medical attention to prevent further deterioration. People’s dietary needs are considered and catered for, and one person told us the “*Cooking is first class,*” which they are pleased with as they told us they “*Had not received this from other services.*”

People are supported with their mental health. Care workers are described as “*Kind*” and “*Lovely*” and one person told us two of their care workers are “*More like friends.*” We saw people who presented with anxiety being calmly supported and reassured. We were told by one person the staff are sensitive and know when they need some quieter time due to pain levels. People who may be in a vulnerable position are monitored, with the service taking action to report concerns to authorities so the right help and support from mental health and social care teams can be secured. Care workers follow hygiene and security measures, helping keep people safe in their own homes. People told us they feel safe when they receive care and support, and if they had any concerns or issues, the service is responsive in addressing them. We saw how the ‘little things’ which matter to people are supported, with requests accommodated so the person or their family do not have to worry. One family highly praised the service because of the immediate additional support they put in place for a relative living with dementia, ensuring they could stay in their own home when family members were unavailable.

Leadership and Management

The provider has improved monitoring arrangements, but further improvement is required around support of the responsible individual (RI). The RI visits the service and supports the manager and staff team. The RI is making a real difference to the lives of care workers, with staff complimenting the RI on their tireless work, one person saying, "*The RI herself helps transport carers during rainy times.*" The RI has very good oversight of the service, knows people and staff well, and can give clear indication of what is working well, and what needs to improve in the service. The provider is not ensuring the RI is fully supported to carry out their regulatory duties, including understanding the purpose and content of required reports. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The provider confirmed this will be a priority now other required improvements have been secured. The provider is responsive when investment is needed, for example, with electronic systems to improve efficiency and oversight of care planning. A statement of purpose is available to inform people what the service offers and can be made available in Welsh if required.

The service is run smoothly. An effective manager provides strong leadership, insisting on consistent quality in care. They are approachable and supportive but have good oversight of the workforce and demands on the service. Care workers told us "*Managers are approachable when we have challenges,*" "*We greatly appreciate the manager, she is an asset to Evoo,*" and "*Communication with staff is absolutely magnificent.*" A trained and experienced staff team provide stability and continuity of care. Training ensures care workers understand people's needs. Care scheduling has improved with additional time allowed for travel between calls, and this is closely monitored. An 'on call' system ensures people or care workers can always contact someone for support. Audits inform the management team of actions to be taken, and improved recording systems provide good detail in relation to all aspects of the service delivery.

The service follows safe recruitment procedures and places a high value on the support of care workers. Personnel files contain all relevant information to show the service is checking care workers are fit to work with people in a vulnerable situation. Care workers are registered with Social Care Wales, the workforce regulator and hold, or are working towards, the required qualification in care. Care workers receive appropriate supervision and spot checks from line managers and are tested for their competence. An open-door policy and 'clinics' are available for all care workers so they can seek help and advice relating to personal matters in addition to work related concerns. All care workers we consulted told us they feel valued and supported with examples such as "*The way we are treated is marvellous and the assistance given to us is excellent.*"

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.

Area(s) for Improvement

Regulation	Summary	Status
9	The provider is not ensuring that the designated responsible individual has the support and training	New

	to understand their regulatory duties and fully undertake these to meet regulatory requirements.	
15	Care staff to be provided with sufficient information that sets out how best to support the person and mitigate risk.	Achieved
8	To have systems and processes in place to effectively monitor, analyse and improve the quality and safety of the service.	Achieved
59	Care records must be accurate and complete. Records must be made available to the regulator on request.	Achieved
22	Improve the management of calls to ensure people's care needs are consistently met and protected from harm.	Achieved
74	The responsible individual to prepare a report at least quarterly to share with the service provider on the adequacy of the resources to continue to deliver a quality and safe service.	Achieved

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