



Inspection Report on

Cymru Care

**Caerphilly Colour Labs
1 Ystrad Buildings
Caerphilly
CF83 8BT**

Date Inspection Completed

02/09/2024

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About Cymru Care

Type of care provided	Domiciliary Support Service
Registered Provider	Cymru Care UK Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	[17 May 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

People speak highly about the level of care and support they receive from the service. They told us care staff are professional, friendly, and take their time to get to know people. People experience good continuity of care with a consistent team of care workers who know them well. People have person centred plans to enable staff to provide them with day-to-day support.

Care workers told us they are well supported by the manager who also works alongside them. The manager meets with people and their families and discusses their care and support. However, there was no formal process for the reviewing of personal plans in place at the time of inspection.

Care workers receive regular support and supervision from the manager to enable them to discuss their roles and responsibilities. Since the last inspection, the service has encountered difficulties with care staff being able to access an online learning system. This has resulted in low levels of mandatory training being completed. The service has a plan in place to address this. There are processes in place for the safe recruitment of staff, but the service did not address gaps in staff records identified at the previous inspection.

Well-being

People and their families told us they are very happy with the care and support provided by the service. One person told us *"They are perfect, there isn't anything to change."* People's family members told us they had sought out the service for a loved one as a result of the care they had previously provided to other relatives. The service has provided a written guide for people to explain what the service can provide, as well as useful information and contacts to help give them choice and control in their day-to-day lives. The written guide is easy to read, and clearly outlines the service in line with their Statement of Purpose (SoP).

Committed and consistent care workers treat people with dignity and respect. People feel care workers get to know them and understand what is important to them. Their individual circumstances are considered, and people and their representatives are listened to. People and their families told us communication with the staff and manager is good. One family told us the service are *"Head and shoulders above the rest."* They are able to raise any concerns if needed and feel action would be taken to resolve any concern. Personal plans are strength based and give a good sense of who the person is and how to support their well-being goals. The manager meets with people regularly when delivering care and support and discusses their care packages. However, at the time of inspection there was no formal process for documenting the reviewing of personal plans. This is an area for improvement, and the manager has begun to take action to address this.

The service support people to maintain good physical, emotional and mental well-being as much as possible. Personal plans provide guidance to staff on how to support this for each person. People get the right care and support, as early as possible. Families told us care calls are timely, and there are rarely any issues. The service has a policy and procedures in place to safeguard people from harm and abuse. The policy clearly outlines staff roles and responsibilities in this area but requires updating to be in line with current best practice and terminology. The responsible individual (RI) and manager are working to update this policy.

Care and Support

People benefit from the care and support they receive. Personal plans are clear and easy to follow; they outline how to provide support to people and focus on people's preferences. Personal plans provide guidance to care workers on how to promote choice and decision making. There is a focus on what people can do for themselves and what support is required. A person told us care workers support them to maintain their skills and support them with preparing meals of their choice. We found plans give a good sense of who the person is, and outline people's social histories. This enables care workers to get to know people and form positive relationships. When asked about the care workers, one family member told us they are "*The best carers we have had, they take their time to talk to her, they care about her.*" Care workers keep detailed records of the care and support provided to people. Care records focus on people's well-being as well as the tasks completed by care workers to ensure people are supported holistically. The manager completes reviews of care and support with people informally, however at the time of inspection, no formal process was in place for the reviewing of personal plans. This is an area for improvement, and the provider is taking action to address this.

Risks and specialist needs are considered in the care planning process. The service links with external professionals such as social workers and the health board to ensure people are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. The service promotes hygienic practices and effectively manages infection prevention and control procedures. Care workers are familiar with the use of personal protective equipment (PPE) and people are assured care workers follow best practice in this area. The service is able to support people with the safe management and administration of medication and has a policy and procedure in place to support this. At the time of inspection, the service was providing this support to very few people. However, we viewed medication administration records which evidenced medication is given in a timely and safe manner.

Leadership and Management

There are governance arrangements in place to support the smooth running of the service. The manager is familiar with the care and support needs of people and has good relationships with them and their families. The RI seeks feedback from people and care staff and uses this information to complete a review of the quality of care provided by the service. The RI prepares a report on their findings, and outlines the actions required to address any areas of need.

There are enough staff working at the service to support people effectively. The rotas follow a set pattern to help people build relationships and to provide consistency to people and care workers.

Since the last inspection, the manager has increased the frequency of support and supervision sessions provided to care workers. We viewed records of supervisions and found them to be of good quality, addressing practice and areas of need, as well as providing positive feedback to care workers. Care workers told us they are well supported in their roles and speak highly of their manager. One staff member told us the service is *“A lovely little family run company; you get a lot of support.”* Another told us *“If there is any problem there is always someone to help, even if they aren’t working.”* Care workers told us they felt confident to raise any questions or concerns with the manager. As the team is currently small, there were no formal team meetings at the time of inspection, however the manager has introduced these to ensure open lines of communication between care workers and the management team.

The service has an arrangement in place with an external company to provide training to the care workers. Since the last inspection, there have been ongoing issues with care workers being unable to access their online learning platform, which has resulted in lapses in training compliance. This was not identified by the service prior to the inspection. This remains an area for improvement and we expect the provider to take action.

The service has procedures in place to support safe recruitment practices. Care workers are supported to register with Social Care Wales the workforce regulator, as well as the Disclosure and Barring Service. At the time of inspection, the manager had not addressed gaps in recruitment records which were identified at the previous inspection. This remains an area for improvement and we expect the provider to take action.

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

	inspection	
16	Personal plans must be reviewed as often as required and at least every three months	Not Achieved
35	Ensure all required information is kept in staff files and adequate references are in place.	Not Achieved
36	Ensure all care staff receive training appropriate to their roles.	Not Achieved

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