



Arolygiaeth Gofal

**Cymru**

Care Inspectorate

**Wales**

## Inspection Report on

**Cadog Homecare Ltd**

**First Floor**

**Redwood Court**

**Tawe Business Villiage**

**Swansea**

**SA7 9LA**

**Date Inspection Completed**

20/08/2024

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## About Cadog Homecare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Cadog Homecare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">30<sup>th</sup> September, 2023</a>
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

Cadog Homecare Ltd is a domiciliary support service providing good-quality care from motivated care staff. People we spoke with are happy with the care and support they receive and are treated with dignity and respect. People are supported by safe and professional care staff, with whom they have developed effective relationships.

Arrangements for the effective management and oversight of the service are in place. A new manager has recently been appointed to oversee the day-to-day running of the service, who is closely supported by the Responsible Individual (RI).

## Well-being

People and their representatives spoke positively about the care provided by care staff at the service. A person using the service told us, *“I feel very satisfied. The young carers are very good and helpful. I have needed and valued the help. They are cheerful visits”*. People are happy and are supported to do the things that matter to them. Empathy and care is shown to people, who have as much autonomy over their own lives as possible.

People are treated with dignity and respect and receive appropriate, kind, and caring support from care staff who know them. A person using the service told us, *“We have a little laugh and that is always a good sign. They know how I like things.”* Staff enjoy spending time with people. Individuals and representatives told us that care staff are good, make you feel safe and respond to any issues. A family member told us, *“They really have been great with [my relative].”*

People are safe and protected. They receive care and support from care staff who have been safely recruited. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered or are in the process of applying with Social Care Wales, the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the service.

## Care and Support

People and their representatives are complimentary about the care and support they receive from care staff who take time to get to know them and treat them with dignity and respect. A person using the service told us, *“Cadog have been fantastic. I feel really blessed to have them”*. Personal plans are clearly written, include personal preferences, risk assessments, personal outcomes and overall contain the required information. People’s personal plans direct care staff to deliver care and support in a consistent way. People and their representatives are consulted on the care received. Personal plans are reviewed in a timely manner and when necessary. Identified changes result in personal plans and risk assessments being updated. A person using the service told us *“We are involved with the plan. It is what [my relative] wants and has asked for”*.

Care staff are supportive and engage with people in a positive manner. Daily care notes provide an overview about the support provided to people using the service. Supervisors oversee care staff to ensure they are meeting people’s needs and personal outcomes as they should. A person using the service told us, *“They are careful and can’t do enough for me. They are always triple checking am I comfortable, do I need anything else”*. A member of care staff told us, *“I feel that the care co-ordinators are really good at listening to carers if people need more or less time. The company is really good at encouraging independence of service users”*. Documentation shows people receive support to access social and health care professionals when needed. We were told the service is introducing electronic daily notes to strengthen the monitoring of care provision.

The service has arrangements in place for medication administration. Care staff are trained to administer medication. The service is taking action to strengthen medication administration procedures, ensuring all care staff remain competent in medication administration. We will follow this up at our next inspection.

Care workers have completed safeguarding training. All staff we spoke with have a good understanding of how to report matters of a safeguarding nature. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to. The responsible individual (RI) encourages a culture of learning, reflection and improvement around managing incidents.

Infection prevention and control procedures are good. All care staff receive appropriate training on infection control. People and their representatives told us care staff wear the relevant personal protective equipment (PPE) and they feel safe.

## Leadership and Management

People are provided with accurate information about the service. There is a written guide which gives people who live at the service, their relatives and others, information about the service. There is a statement of purpose (SOP) which describes how the service is provided. The service provision is reflective of information contained with the SOP.

A new manager has recently been appointed to oversee the day to day running of the service. The manager is suitably qualified for the role and is in regular communication with the Responsible Individual (RI), who provides guidance and support to ensure the service operates in line with Regulations.

The service has quality assurance arrangements in place to monitor and review the quality of care and support provided. Strong oversight ensures the service identifies and addresses areas for development, remaining focussed on meeting the needs of individuals. The responsible individual (RI) has an impactful presence at the service and spends time talking to people. The service also has effective procedures for obtaining frequent feedback from people and care staff, to inform service delivery. Feedback appears valued, is listened to and forms the basis for the ongoing development of the service.

The service has recently experienced difficulties in recruiting and retaining staff. This has impacted on the service providers ability to manage the service and provide consistent care and support to people. The service have taken steps to address staffing levels. At inspection, we saw sufficient numbers of care staff at the service to provide care and support. Appropriate staff contingency plans are in place in the event of a staffing emergency. A member of care staff told us, "*Things are better now than they were before. Things are a lot more organised and better*".

Staff recruitment records contain information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. The service is currently strengthening procedures to ensure care staff are registered in a timely manner with the social care workforce regulator, Social Care Wales.

Newly appointed staff complete a thorough induction programme which includes training, shadow shifts, staff competency checks, introductions to policies and procedures and induction supervisions. Care staff training records indicate they have access to a variety of training opportunities and all staff files we viewed showed staff had completed a good level of training. The service have currently strengthened training provisions.

Care staff are provided with support, through supervisions, spot checks and staff meetings. We were told that the management team are approachable and always there to help or

advise care staff when required. A member of care staff told us, "*When I have needed to contact the office about things they have listened to me and supported me*".

### 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.

### Area(s) for Improvement

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



	inspection	
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