



Inspection Report on

Cared care Limited

**45 New Road
Skewen
SA10 6EP**

Date Inspection Completed

21/08/2024

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About Cared care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Cared care limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

Summary

Cared care Ltd is a domiciliary support service for adults over the age of 18 in the Swansea, Neath and Port Talbot areas. The service provides support with personal care needs in people's own homes. People receive a very good, reliable service from a consistent staff team. Times of calls suit people's needs and any changes to call times are rare but communicated effectively.

Personal plans are written with people and consent for the care proposed is agreed before care packages commence. Regular reviews of personal plans take place with people, and they are written effectively to ensure care staff understand how best to support them. People are very happy with the quality of care they receive. All feedback obtained was very complimentary of the care staff and management team. Care workers are supported in their roles and have regular supervision, routine training and feel confident in their roles. The responsible individual (RI) and service manager work together daily in the office and have good oversight of the service. Both are very respected by the staff team and held in high regard by people using the service. Effective systems are in place to uphold the quality of care provided within the service and regulatory reports and requirements are completed punctually.

Well-being

People have a voice and feel listened too. People are involved in the development of their care plans from the assessment process onwards. Communication with people is very good and people know what to expect from the service when care staff arrive. Development and review of personal plans are carried out with people and their preferences are discussed and considered as much as possible. Personal plans are written clearly in the first person and give care staff good information on how to support individuals to meet their needs.

People are treated with compassion, respect and dignity from a care team who are valued and happy in their work. People told us they have a good consistent staff team whom they have built good trusting relationships, feeling comfortable with them. Compliments were also given for the regularity of call times and the reliability of the service. Care workers have completed suitable training and receive regular support through supervisions and annual appraisals. All staff spoken with commended the approachability of the manager and RI.

People are protected from harm and neglect. All care staff have completed safeguarding training and those spoken with have a good understanding of their roles and responsibilities to report any concerns. Policies and procedures are in place that are reviewed routinely to ensure the service is run smoothly. There are robust recruitment procedures in place to ensure care workers are vetted appropriately and are suitable to carry out their roles prior to employment.

People are not able to receive the service in Welsh at present. There are no Welsh speaking people requiring the service at present so there is no demand for this. Should this change in the future, the provider will prioritise this and seek the translation of key documents and recruitment of Welsh speaking staff to deliver aspects of the service in Welsh where possible.

Effective procedures are in place to oversee the service. Both the RI and manager are visible in the service offices daily. Both carry out visits to people on a regular basis and both complete assessments, documentation and recruitment of care staff. Feedback from people and care staff about the management team was very positive with comments. One person said "*There is no us and them with the management they really are lovely and we are all treated as equals*". The RI routinely obtains feedback when visiting people to drive improvements. Good systems are in place to monitor and evaluate the service. Regulatory reports are completed at appropriate timescales.

Care and Support

People are provided with the support they need through a service designed in consultation with them and if appropriate, their representative. We looked at five care files and saw information on the support needs of people. Personal plans guide care staff on how to support them to meet these needs. We found these plans easy to read, however they would benefit from some more historic information about people so staff could have more information on hand to understand. The RI told us this information is available and is usually shared verbally with care staff however evidence of this would be beneficial in the care file also. We visited people receiving the service who told us they are involved in the writing of their personal plans and have agreed the content. Reviews take place routinely with people and those visited confirmed this. Communication is very good, and people told us that it was very rare that they had any issues with the service, but any queries were always dealt with promptly and effectively. Comments from people included *“They go above and beyond for me”*, *They are very good, I have no complaints at all*, and *“There is no sense of rushing with them that’s for sure. They are all so respectful to X, I couldn’t ask for more”*.

The provider ensures people are as safe as can be. Prior to care workers providing a service to people, the management team complete a risk assessment in the persons home to determine any risks to them and staff. We saw on the staff training matrix all staff have completed safeguarding adults training. Care workers spoken with have a good knowledge of safeguarding and their roles and procedures for reporting concerns. The safeguarding policy has been reviewed recently and includes working links to the Wales safeguarding procedures. People told us they feel safe with the care workers who support them and have no concerns.

There are good systems in place to manage medication in the service. Care workers who are responsible for assisting people with medication receive training and competency checks prior to being able to carry out this function. We viewed Medication administration records (MAR) in people’s homes and those seen were completed accurately. We saw these are audited on return to the office and are also returned to the local authority medication management team for further checks. The care team in Cared care remains relatively small so there is a consistent team of care workers visiting people daily. Because of this care workers know the people they support very well, which enables them to seek medical or other support if they notice any changes in people’s health or well-being.

Leadership and Management

There are good governance arrangements in place to support the smooth operation of the service. We viewed the service's statement of purpose and service user guide, and both give a good oversight of what the service can do for people. These are also in files in people's homes for reference as well as the complaints policy. Up to date policies and procedures are in place that care staff can access electronically. There is an electronic call monitoring system in place to ensure care staff arrive to their calls safely. Alerts are set up on this so the manager or RI can respond quickly to any missed calls and minimise the risk of a missed call.

The provider has robust procedures in place to ensure care staff are recruited, supported and trained appropriately for their roles. We looked at two personnel files and all documentation for safe recruitment and background checks are in place as required. This includes identification documents, previous employer reference checks and up to date Disclosure and Barring Service (DBS) checks as required. Supervision and spot check records indicate care workers receive regular supervision, observation and annual appraisals and this was also confirmed by care staff who said of the management team: *"They are very supportive; we can call them anytime and they are always there to help,"* and *"both Manager and RI are always available, they are very, very supportive. I feel listened to which is what important"*. Most care workers are registered with Social Care Wales (SCW) – the workforce regulator, those who aren't registered are working towards this. We viewed the training matrix and saw all staff have had good levels of training which includes manual handling, food handling and first aid. Care workers also confirmed they receive sufficient training to be confident in their roles.

There are systems in place for the effective oversight of the service through ongoing quality assurance. The RI and manager work alongside each other for the day to day running of the service. Routine audits take place of recordings, medication records and dip sampling of documentation to ensure all systems are operating effectively. The RI visits people regularly to carry out reviews and obtain feedback from people to seek their recommendations for improvements. Quality of care reviews are produced bi-annually as required by the regulations, however these could be enhanced further. The RI confirmed that going forward the CIW template for this would be utilised.

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	
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