



Inspection Report on

Cariad Care Services Ltd

**Office 1
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SA11 1NB**

Date Inspection Completed

01/08/2024

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About Cariad Care Services Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Cariad Care Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a good standard of care and support from Cariad Care. There are a team of experienced, well trained and supported care workers who are dedicated to their roles. The management team and Responsible Individual (RI) take an active role in ensuring service delivery is of a high standard. There are robust and thorough governance and quality assurance procedures in place. There are good processes and procedures in place regarding support planning, risk planning, monitoring and reviewing. There are exceptional and highly effective staff retention and wellbeing arrangements in place.

Well-being

People contribute to and have a voice in decisions that affect them. People said there is good contact and communication with the managers. There are assessment and personal plans which people contribute to, and care workers actively follow. Care workers understand the importance of maintaining and developing people's skills and abilities. People and relatives also informed us there is good continuity of care and generally they are allocated the same team of care workers and notified if calls are late for any reason. Care worker rotas confirm calls completed align with personal plans. Care workers told us there is adequate time to carry out tasks. We completed a support file audit and saw detailed and thorough documentation. This includes personal plans and associated risk assessments. We also saw personal plans are regularly reviewed and updated when necessary. There is also a support file in people's homes containing key documents and contact details.

People's physical and mental wellbeing is maintained and enhanced. People receive a good standard of care and support from Cariad Care. People and relatives spoken with told us the care and support provided is of a good standard. Care workers know the people they support very well, are well trained and supported by an experienced manager and RI who is active and present in the service. There are exceptional and highly effective staff retention and wellbeing arrangements in place.

People are protected as far as possible from abuse and neglect. There are detailed and thorough policies and procedures to help guide care workers. Care workers told us they understand and have received training in relation to safeguarding and infection control. Care workers also receive training in relation to a wide range of core and specialist subjects. The training matrix shows all care workers are currently compliant with their training needs. The provider is planning to further strengthen staff training by promoting staff progression and arranging in-house training.

Care and Support

People receive a good standard of care and support. We spoke to four people who receive a service and three relatives. All gave very positive feedback about the service provided. A person told us, *"I would highly recommend them to anybody. They really do care and it's not just a job to them."* A relative stated, *"All the carers are pleasant and helpful. Managers are accessible and supportive. Cariad are marvellous, no problems and the carers always have a smile on their faces. Reliable and no concerns or issues at all."* We also received positive feedback about the service from external professionals. The RI told us the service is growing and very settled at the current time. The service continues to actively recruit new staff. We spoke to four care workers and received four feedback questionnaires. Care workers showed good knowledge of the people they support and roles they undertake. They also gave very positive feedback about the training they receive.

People have an accurate and up to date plan for how their care is to be provided in order to meet their needs. We completed an audit of three support planning files. We saw thorough and detailed information in personal plans. There are also linked detailed risk assessment documents. Personal plan reviews are documented and completed routinely and within regulatory timeframes. We also saw detailed and informative files containing copies of support plans and contact information kept in people's homes. We noted person centred information in the support files such as 'this is me' documentation. People and relatives confirmed communication with and from managers is good and they are regularly consulted with, regarding their care and support needs.

People are safe and risks to their health and wellbeing minimised as much as possible. We saw healthcare records with detailed information regarding people's health needs. There are detailed and thorough safeguarding and whistleblowing policies that are in date and updated as necessary. All care workers spoken to told us that they had received safeguarding training and this is updated annually. Care workers spoken to have good knowledge regarding the importance of safeguarding and their responsibilities. We saw robust infection control measures are in place along with good stocks of PPE.

Leadership and Management

There are highly effective oversight and governance arrangements in the service. The RI works in the service on a daily basis alongside a dedicated and experienced manager. Both have a strong and supportive presence in the running of the service. All people, relatives, and staff confirmed communication with and from managers is exceptional. We read reports detailing regular care worker spot checks taking place by the manager and RI to ensure good continuity and positive outcomes are maintained. We read reports detailing regular contact with people and relatives by the managers and RI. We read very detailed quality of care review reports which include feedback from people, relatives, and staff. A care worker told us, *“They (manager and RI) are fab to be honest. They are approachable and provide good support. Very flexible and helpful.”* Another care worker stated, *“Fantastic they are brilliant. The support is great, they sort any issues out quickly”*.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the appropriate knowledge, competency, skills and qualifications. We viewed an overall training sheet for all care workers showing they are fully compliant with a wide range of both core and specialist subjects. These include; online dementia, Control of Substances Hazardous to Health, medication administration (provided by the Local Authority), moving and handling, safeguarding etc. Managers and care workers have also attended taught training including maintaining skin integrity. We confirmed with care workers they are satisfied with the standard and range of training provided and feel it equips them for their roles. The RI told us of further plans to strengthen training by supporting staff to attend train the trainer opportunities in relation to manual handling etc. Nearly all care workers are registered with Social Care Wales (SCW) and have achieved Qualifications and Credit Framework (QCF) or equivalent training. There are exceptional and highly effective staff retention and wellbeing arrangements in place. These include staff bonus and incentive arrangements such as payment of registration fees, discount card payments, data and barring service check payments etc. The RI and manager also told us staff are always welcome to attend the office for a chat at any time and have access to food and drink items which they keep stocked up. All care workers we spoke with confirmed the support provided to them by the manager and RI is exceptional and highly appreciated. We completed staff file audits and saw nearly all care workers have received a recent formal supervision and there are safe recruitment and on-going checks in place. There are regularly reviewed policies and procedures in place to guide staff in their roles. The current Statement of Purpose is generally reflective of the service provided but needs some updating with recent changes. The RI told us this will be completed and an updated copy sent to CIW. The provider is able to provide all written information in Welsh if requested.

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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Date Published 22/08/2024