



## Inspection Report on

**We Kare Ltd**

**Regus House  
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Cardiff  
CF23 8RU**

## **Date Inspection Completed**

13/12/2022

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## About We Kare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	We Kare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	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

We Kare Ltd. is a domiciliary support service for adults, aged 18 and over. The service offers care and support to people in their own homes in the Cardiff & Vale areas. The organisation is in its infancy. The service became operational during the Covid-19 pandemic in August 2018.

Personalised care is delivered in a dignified way. Care workers make a difference to people's lives and family situation. The service often goes "*above and beyond*" to deliver care and support, sometimes outside of the contracted service required. Information in 'Service Delivery Plans' and associated risk assessments is not always accurate. Reviews do not take place at the required intervals.

Continuity of care staff is very good. Care workers know people well and deliver appropriate, safe care due to familiarity with the persons care needs. Staff recruitment and vetting ensure care workers are safe and fit to work. Care workers do not receive regular formal supervision and training to support them in their role.

The service has policies and procedures in place for the running of the service. Safeguarding referrals are made when required. A responsible individual (RI) who oversees the quality-of-care delivery, is integral to the smooth running of the service. The RI has plans in place to address the deficits in care plan review, staff development and support.

## Well-being

People have choice and control over their day-to-day lives, and how their care is delivered. People are treated with dignity and respect and staff are dedicated and committed to supporting them. We found staff to be hard working, caring and responsive to people's needs. One relative told us *'The carers have fantastic empathy with my mum who suffers with end-of-life dementia, making her feel like she matters, which to us is priceless.'*

We Kare Ltd. considers the individual's circumstances and ensures people understand what the service can provide. Assessments are undertaken by an appropriate person from the service before people are provided with a package of care. A 'Statement of Purpose' and 'Service User Guide' form part of the information the service gives to people, so they know what to expect from the provider.

There are good communication systems and people are informed about any changes such as slightly late calls. People said they are *'More than happy with the service they provide.'* When people want to change a call time to suit their needs, the service listens and is flexible, providing care at an alternative time. People are regularly asked what they think of the care workers and service as part of consultations.

We Kare Ltd. provides social calls and sits in addition to domiciliary care calls. The service takes measures to support the well-being of people and protect the people that matter to them, such as their immediate family. Relatives of people receiving the service tell us how they are supported in addition to their loved one. The service often goes above and beyond what is required and stated in contracts, such as sourcing a transport for an individual; people and their families appreciate this. One relative told us We Kare are *'Going above and beyond to help improve \*\*\*\*\*'s quality of life.'*

People are safe and mostly protected from harm. The service has robust recruitment processes to ensure the care workers are fit to work with vulnerable adults. Risk assessments and 'Service Delivery Plans' are in place though they need additional detail and regular review. Information is available for people and staff, so they know how to raise a concern or safeguarding issue. Care workers wear appropriate personal protective equipment when undertaking their role to help prevent spread of infection. There are policies and procedures in place to support staff to achieve the aims of the service and to support people

The service provider is working towards making the 'Welsh Active Offer' to provide a service in Welsh, the RI explained they would find this difficult as not all care workers speak Welsh, however documentation can be provided in Welsh.

## Care and Support

The provider meets with people before a package of care is started to capture important information about the person. They also carry out a risk assessment to consider how the service can be delivered safely. Personal plans are developed and are in place to guide staff how best to support the individual.

People are happy with the care workers and the service they receive. The care offered by the service supports people to remain well. Relatives told us that people receive good care and support and do not have any issues with the care delivered. They told us they are *'Punctual, pleasant, very capable professional team of people'* and *'Fantastic at communication with the family.'* We were told of many examples where the service and individual care workers 'go above and beyond' to make a difference to the lives of people and the family members who live with them, often in their own time and without being asked.

Care staff understand the needs of the people they care for and have built good working relationships with people. People told us *'Staff are consistently reliable and genuinely caring, who work to high standards indeed'*. People can be assured their care needs are understood but improvements are required to care documentation and reviews. Personal plans are important documents as they guide staff on how to care for people correctly. Without clear instructions staff are at risk of providing incorrect care. Whilst there has been no impact on people, this is an area for improvement, and we expect the provider to take action. This will be tested at the next inspection.

People are safe and protected from harm. Care workers know the action they need to take if they suspect a person is at risk of harm or abuse. They are also confident the service provider would take any concerns seriously to make sure people are safeguarded. They recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. Care workers are aware of the whistleblowing procedure, and said they felt confident approaching the manager if they needed to. There is a safeguarding and whistleblowing policy for staff to access and follow. Incidents and accidents monitored for patterns and trends.

## Leadership and Management

People benefit from the leadership and management in place. We Kare Ltd. is a small service. The RI and manager both work and are visible and accessible to both people who use the service and staff. There is an organisation structure with clear lines of accountability. The provider promotes development of staff. In the last three months, two carers, have been promoted to senior, with additional responsibilities. They told us they felt fully supported in their roles and that they are learning a lot.

People can be assured their voice is heard. People are included in care planning processes and choose what care they require and when the care is delivered. One person told us *'They work as a team, making sure that all involved are aware of any change in circumstances and adapt to them both quickly and smoothly.'* The RI engages well with people who use the service, and their views are sought as part of quality assurance processes. The RI visits people in their own home on a three-monthly basis. One relative told us *'I am fully happy with the care my \*\*\*\*\* is getting from We Kare. The service they provide is excellent and cannot be faulted'*.

A small staff team means communication is straightforward. Care workers provided us with positive feedback and explained they feel supported in their roles. Records show care workers are suitably recruited to ensure they are fit to work with vulnerable adults. Staff are offered a choice contract, and most are registered with Social Care Wales, the workforce regulator. Staff recruitment is continuous and has impacted on service expansion. The service will not take on further packages of care until suitably skilled and committed staff are identified and are in place to deliver the care.

People are supported by care staff who do not receive regular training. All staff receive an induction when they start working at the service, but records show limited core, and no specialist training is offered. The RI informed of difficulties in accessing training during the COVID-19 pandemic. There is a plan in place for training going forward. People told us that care workers are skilled and experienced in care delivery. A relative told us *'The carers employed by We Kare are well trained and my \*\*\*\*\* enjoys their visits. They take good care of her.'* An ongoing programme of training and development equips care workers with the necessary skills and support to deliver good quality care. Whilst there has been no impact on people using the service, this is an area for improvement, and we expect the provider to take action. This will be tested at the next inspection.

People are supported by care staff who do not receive regular formal support. Supervision is important as this is an opportunity to discuss practice issues or needs in a setting that is recorded. Staff told us they are sufficiently supported in their role; one person told us *'Staff are valued and supported both in their day-to-day work but also in development and training'*. There is a plan in place for regular supervision going forward. All staff have received a formal one to one supervision or spot check within the last 3 months. Whilst there has been no impact on people using the service, regular supervision needs further embedding into practice. This is an area for improvement and will be tested at the next inspection.

Quality assurance processes are in place; this includes the auditing of day-to-day records and the oversight of service delivery by the provider. The service uses an electronic call monitoring (ECM) system to monitor care workers arriving and leaving calls. Internal audits are completed. There are policies and procedures in place for the running of the service and are accessible to both staff and people using the service. Policies can be printed and are also available in Welsh. Safeguarding referrals are made when required. Clear systems in place to address the deficits in staff training, spot checks, supervision, annual appraisals, and care documentation review, however these require further work and embedding into practice. We saw several compliments recorded from people using the service and professionals who were happy with the service being delivered. One person told us '*We have had other care providers and We Kare stand out as being so good.*'. A six-monthly quality of care report has been completed.

### 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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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36	The service provider must ensure that arrangements are made for the support and development of staff.	New
59	The service provider must ensure that records relating to individuals are complete, accurate and up to date.	New

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