



## Inspection Report on

**Q Care Cardiff**

**Alexandra Gate Business Centre Ltd  
2 Alexandra Gate  
Ffordd Pengam  
Cardiff  
CF24 2SA**

**Date Inspection Completed**

05/05/2023

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## About Q Care Cardiff

Type of care provided	Domiciliary Support Service
Registered Provider	Q Care Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	24 October 2022
Does this service provide the Welsh Language active offer?	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

This was a focused inspection to test the priority action notice issued at the last inspection; all themes may not be considered in full. Some people are happy with the care they receive and speak positively about the staff who provide their care, but some people feel their care delivery isn't meeting their needs. Improvements have been made to quality assurance processes at the service and the provider now notifies Care Inspectorate Wales (CIW) of reportable incidents. Care documentation is detailed, robust and reviewed regularly to ensure it is kept current. Care staff are happy working at the service and feel valued, and well supported. Improvements are required to ensure that all staff have the skills and knowledge needed to undertake their roles correctly. There are policies and procedures in place for the running of the service and complaints are taken seriously. Safeguarding referrals are made to the Local Authority when required. Staff recruitment is safe and robust; pre-employment checks are completed and staff personnel files contain required information. The Responsible Individual (RI) has good oversight of the service and visits in line with regulatory requirements.

## Well-being

People are supported to have choice and control. Prior to the service commencing, an assessment of needs is completed and care visit times are agreed. People are given information about the service and how they can complain if they are not happy with the service they receive. Personal plans are thorough, robust and contain people's preferences on how they wish their care to be delivered. These documents are important as they guide staff on how to care for people correctly. There are risk assessments in place where required and all documents are reviewed regularly to ensure they remain correct. Some people are very happy with the service they receive but some people feel that they are not receiving a quality service. Complaints to the service are taken seriously and dealt with correctly in line with the company complaints policy. Improvements have been made to the quality assurance processes at the service; reports now contain all required information.

People are protected from abuse and harm. Q Care Cardiff has a robust safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. The provider makes referrals to the Local Authority safeguarding team when required and referrals are then stored centrally with outcomes and monitored as part of quality assurance processes. Referrals are now made to CIW in line with regulatory requirements. Staff recruitment is safe and robust as pre-employment checks are completed prior to employment commencing and there is a system in place to ensure that Disclosure and Barring Service (DBS) are renewed regularly. The RI visits the service regularly and there is a manager in place for the day to day running of the service. Care staff feel well supported and valued working at Q Care Cardiff. Care staff receive training and supervision but improvements need to be made to ensure all staff have the skills and knowledge needed to meet the needs of all people using the service.

## Care and Support

People are supported to have autonomy over their own lives. Care planning is person centred and people are included in the assessment of their needs. People's preferences, likes and dislikes are evident within personal plans. Prior to the service commencing people agree their care visit times and what support should be provided during the calls. People told us that care staff generally arrive on time and stay the full duration of the call. Some people told us that staff continuity is good which has enabled them to build good relationships with the staff who provide their care. Care staff continuity is very important as it ensures that people can receive care in their preferred way.

Improvements are required to ensure that all people receive the right care at the right time. Care documentation clearly highlights people's needs and robust personal plans guide staff on how and when these needs should be met. Personal plans are reviewed regularly and updated to reflect any changes. Care staff told us that their rotas include sufficient travel time between consecutive care calls that ensures they don't need to rush from call to call. Some people we spoke with are happy with the care they receive and describe the care staff as *"delightful people who go above and beyond"*, another person said, *"they are amazing, nothing is too much trouble"*. However, some people we spoke with are less happy with the service they receive and told us that sometimes their care isn't provided in the way they would like. We discussed this with the provider who advised they would seek to rectify this as a priority.

## Leadership and Management

People benefit from the leadership and management in place. Q Care Cardiff benefits from a Responsible Individual (RI) who has good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. Regulatory notices are now made to CIW when required and in line with regulatory requirements. Improvements have been made to quality assurance processes as reports now contain all required data. Robust quality assurance evidences that the provider is committed to providing a quality service. There are policies and procedures in place for the smooth running of the service which are updated when required. We saw evidence that complaints to the service are dealt with correctly and monitored as part of quality assurance processes. Safeguarding referrals are made to the Local Authority safeguarding team when required and then stored centrally with outcomes recorded. This is good practice as it enables the provider to monitor referrals for themes, trends, and patterns of abuse.

People are supported by staff who are safely recruited, but improvements are required to staff training. We examined a selection of staff personnel files and found that they contain required information. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. Care staff attend training courses appropriate to the roles they undertake, but we found some staff are lacking the skills and knowledge to meet the needs of the people they care for. There has been no impact on people using the service but we advised the provider that this is an area for improvement and we expect action to be taken. The provider has given assurances that this issue will be addressed as a priority. Care staff we spoke with told us that they are happy working at Q Care and feel well supported by the management. One person said, *"they are a good company to work for and I am glad I joined them"*.

### 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
60	The provider has failed to notify CIW of incidents as required in part 1 and 2 of schedule 3.	Achieved

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
34	Not all staff have the skills, knowledge and understanding to undertake their roles in a way that meets peoples well-being outcomes.	New
80	The provider is not completing quality assurance monitoring within the required timescales and is not including the required aggregated data within the reports.	Achieved



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**Date Published** 13/06/2023