



Inspection Report on

Q Care Cardiff

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

Date Inspection Completed

24/10/2022

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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	27 November 2020
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

People are happy with the care they receive and speak highly of the staff who support them. Care documentation is thorough and robust and improvements have been made to the reviewing of personal plans of care. The responsible individual (RI) has good oversight of the service, but improvements to quality assurance monitoring are required. There are policies and procedures in place for the running of the service and people are given information about the service they can expect to receive. Care staff are safely recruited with pre-employment checks being completed before employment commences. Care staff receive training appropriate to their roles and tell us that they feel well equipped to do their jobs. Care staff are happy working at the service and feel well supported. All staff receive a formal supervision. Complaints to the service are taken seriously and dealt with correctly. Safeguarding referrals are made to the Local Authority when required, but the provider needs to ensure that, where required, notifications are made to Care Inspectorate Wales (CIW).

Well-being

People are treated with dignity and respect. Care staff understand the needs of the people they care for and do so with kindness and patience. People speak fondly of the staff who provide their care and say they do '*a very good job*'. Care documentation contains the views, likes and dislikes of the person being cared for and people are included in care planning and review processes. People are given detailed information about the service they can expect to receive and their views are sought as part of quality assurance monitoring. Complaints to the service are dealt with correctly and people are kept informed of any changes to the service. Q Care Cardiff has policies and procedures in place for the running of the service which are reviewed regularly.

People receive their care without delay. Care staff rotas indicate good staff continuity and travel time is allocated for staff to travel to/from consecutive care calls. People told us that staff generally arrive on time, stay the full duration, and complete all required tasks. Care documentation is robust, detailed and reviewed regularly to ensure it is kept current and accurate. The provider works closely with health and social care professionals and ensures that, where required, risk assessments or other documents are in place. Care staff attend training courses appropriate to the roles they undertake including regular updates or 'refresher training'. All staff receive formal supervision and feel well supported working at the service.

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. Referrals are made to the Local Authority safeguarding team when required and referrals are stored centrally and monitored for themes, trends, and patterns. The provider must ensure that notifications are made to Care Inspectorate Wales, when required, without fail. Staff recruitment is safe and robust with pre-employment checks being completed before employment commences. There is a system in place to ensure that Disclose and Barring Service (DBS) certificates are reviewed every three years. The provider is actively working to ensure that all staff are registered with Social Care Wales, the workforce regulator.

Care and Support

People receive the right care at the right time. Prior to the service commencing the provider completes an assessment of needs which determine what support people need and when. Personal plans of care are person centred and clearly highlight people's needs and how these needs should be met. Additional documents including risk assessments are completed where necessary. We saw evidence of referrals being made to health and social care professionals where required, and any advice/guidance is fed into personal plans and followed correctly. Improvements to the reviewing of personal plans of care have been made which ensures that they are kept current and a true reflection of the person being cared for. These documents are important as they guide staff on how to care for people correctly. People we spoke with told us that they are happy with the care they receive and described the care staff as "*brilliant*" and "*wonderful*". People told us that the care staff usually arrive on time and stay the full duration of the allocated call time. One person said, "*they do everything I need, and more*".

People are supported to have autonomy of their lives. Care call times and lengths are agreed between the provider and person receiving care, prior to the service commencing. People and/or their representative are included in care planning and review processes and people's likes, dislikes and preferences to how they wish their care to be delivered is incorporated into personal plans of care. People we spoke with told us that they are treated with "*dignity and respect*", and one person said, "*they never rush me, I am able to take my time*". We examined a selection of staff rotas and were able to see that care staff continuity is very good. This is important as it enables people to build good relationships with the staff who provide their care and ensures that people's care is delivered in their preferred way at all times. We were also able to see that staff are given time to travel from/to consecutive calls which ensure that people receive their entire allocated time and staff are not rushing from call to call. People told us that office staff are helpful and generally keep them up to date with any changes to their care and generally inform them if staff are running late.

Leadership and Management

People benefit from the leadership and management in place, but immediate improvements to regulatory notifications is required. Q Care Cardiff benefits from an RI who has good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are robust policies and procedures in place which are reviewed regularly and people are given detailed information about the service which includes information on how to complain if they are unhappy with the service. One person we spoke to told us that they had made a complaint and were fully satisfied with the way it was dealt with. This indicates that the provider takes complaints seriously and deals with them appropriately. Safeguarding referrals are made to the Local Authority when required and then stored centrally. This is good practice as it enables the provider to monitor the referrals and analyse them for themes and trends of abuse. We found occasions where the provider had failed to notify CIW of incidents that they are legally required to notify. As this was an area for improvement at the last inspection, we have advised the provider that immediate action is now required to improve.

People are supported by staff who are safely recruited and well trained. We examined a selection of staff personnel files and found that they contain all required information. We were able to see that pre-employment checks including references and DBS certificates are applied for before employment commences. There is also a system in place to ensure that DBS certificates are renewed when required. These checks are important as they determine a person's suitability to work with vulnerable people. All staff receive training appropriate to the roles they undertake and staff told us they feel well equipped to do their jobs. Staff supervisions are completed in line with regulatory requirements, which is important as this is an opportunity for staff to discuss any practice issues or needs. Staff we spoke with told us that they are happy working for Q Care Cardiff and feel well supported. One person said, "*they are always there to help, and are a good company to work for*". The majority of staff working at the service are registered with Social Care Wales, the workforce regulator and remainder of staff have made applications to register.

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
60	The provider has failed to notify CIW of incidents as required in part 1 and 2 of schedule 3.	Not 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
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80	The provider is not completing quality assurance monitoring within the required timescales and is not including the required aggregated data within the reports.	New
16	Regulation 16(1)	Achieved

Date Published 22/12/2022