



## Inspection Report on

**Gofal Ystwyth Care**

**The Old Convent  
Llanbadarn Road  
Aberystwyth  
SY23 1EY**

**Date Inspection Completed**

12/10/2023

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## About Gofal Ystwyth Care

Type of care provided	Domiciliary Support Service
Registered Provider	Gofal Ystwyth Care Limited
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	05 October 2022
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

Gofal Ystwyth has a small team of managers who are skilled and set out the values of the service. They recognise the importance of maintaining a team of workers who are well trained; closely supervised and who know the principles of what person centred care and support means.

People who use the service have a high level of confidence and feel they made the right decision to choose them. One said, "*I think we have got the best. I am so happy to have them*". This reflects the positive responses received as part of the service's quality monitoring processes where satisfaction is very high.

Workers are motivated, flexible and responsive. They enjoy their work and respect the people they support, describing them as "*like my family*".

## Well-being

People are safe and protected from harm, abuse and neglect. This is because workers know their responsibilities in relation to safeguarding and are confident about raising any concerns. They believe the managers would take the actions necessary to make sure people are safeguarded.

People are treated with respect and feel safe having workers in their home. People told us they take good care of the property and their belongings. Workers know that going into a person's home is a privilege and they are able explain the ways they show respect for people and their property.

People maintain healthy relationships with those important to them. This is because of the way care and support is offered, working collaboratively with the individual and their family. The service is flexible and responsive to the needs of people and their family.

People's well-being is enhanced by a reliable service, and the skills of the workers. People can be confident that their needs are met by workers who are skilled; well trained and effectively managed.

People are confident workers know how care is to be offered to maximise their health because of the excellent relationships with health professionals.

## Care and Support

Paper records are maintained and personal plans are detailed; personalised and informative. They are written for a range of needs, including safe movement; social needs and personal care needs, and also individual likes and dislikes. These are regularly reviewed and updated following any changes in need.

Some people have a personal history which is helpful and there is a plan to have these written for more people, especially those living with dementia.

Daily records are comprehensive, and person centred. Workers have time to read the records and find them helpful.

When people are assessed as needing two staff, then there are always two to ensure safety. Workers do not feel rushed and have enough time to sit and chat with people, recognising the importance of this.

People have excellent relationships with those who support them. Everyone said they have and will continue to recommend the service. Workers are described as *“friendly”*, and the manager as *“amazing”*.

One relative spoke about the collaborative way the service works with the family, and how *“lucky”* they are to have the arrangements they do. This was echoed by another relative who feels they *“definitely”* made a good choice by using Gofal Ystwyth.

Workers talk about their work in a professional and respectful way. They understand the privileged position they are in by being trusted to work in people’s homes. They are able to articulate some of the practical ways they show how much they respect people’s property. One person enjoys *“a joke and some banter”* with the workers and another said the team allow them to do what they can for themselves and are *“interested in what I am doing”*.

People have choice in respect of how their care and support is delivered. This includes the preferred gender of the worker as well as how and when care and support is offered. People are encouraged to be as independent as possible and one of the team described how since they have been supporting a person, that their relationship with their family has improved.

People’s physical health needs are met. Workers know if a person is at risk of skin damage and know how to recognise signs of pressure damage. Interventions prescribed by health professionals are carried out by workers to help the person recover and to reduce the risk of deterioration.

## Leadership and Management

Workers are appointed following a robust recruitment process. Files are well organised meaning they are easy to navigate. They contain appropriate references, proof of identity and safety checks. Each member of the team has a period of induction where they work through a detailed induction pack; shadow more experienced workers and have their competency assessed by a senior member of the team. Records are stored securely to ensure confidentiality.

Supervision is up to date and workers get balanced and timely feedback on their work to help them with their professional development. They are able to discuss any concerns or ideas they have with the manager and are confident of a timely and helpful response.

People receive care and support from workers who are exceptionally well trained. There are training sessions from local health professionals as well as face to face and online training. Some workers are supported to do additional training to further their knowledge and skills. Spot checks and assessments of competency are routinely carried out.

Workers consider they have the training they need to safely and effectively carry out their duties. People and their relatives think staff are skilled and knowledgeable. The training matrix shows workers are trained in an extensive range of areas, including safeguarding; person centred care; moving & handling and the safe administration of medication. Workers have also received specialist training, including eye care; Parkinsons; dementia and end of life care.

Managers know the value and importance of those they employ, and in turn, workers feel valued. One told us, *"Of course I feel valued. My company is like a family"*, and another described the flexibility as *"amazing"*. Some workers have other commitments on their time and the manager recognises and respects this whilst still making sure people receive their care and support at the times which have been agreed. Managers work from an office that is clean, well maintained and easily accessible. There is a well-equipped training room which can also be used for managers to meet with staff and others in private.

The service is extremely reliable. No visits have been missed and workers have adequate travel time booked into their rotas to make sure people have the time they have been assessed as needing. Workers confirm they are not rushed and, at times, have time to sit and chat with people. Most visits take place on time, and if workers are going to be late people are informed of this.

There is a focus on quality and a detailed and reflective Quality Assurance report has been written which notes where the service is doing well, and also the areas where improvements are thought to be needed. The manager/RI has a clear vision for the service which has a focus on voice; choice and control.

### 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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N/A	No non-compliance of this type was identified at this inspection	N/A
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