



# Inspection Report on

**Thistle Care (Cardiff)**

**1st Floor  
152 Cowbridge Road East  
Cardiff  
CF11 9ND**

## **Date Inspection Completed**

May 25<sup>th</sup> 2021

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## About Thistle Care (Cardiff)

Type of care provided	Domiciliary Support Service
Registered Provider	Thistle Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	29 October 2019
Does this service provide the Welsh Language active offer?	Working Towards

### Summary

People we spoke to told us they are satisfied with the service they receive. Since last inspection, the provider has shown a commitment to addressing ongoing areas of improvement required. There are measures in place for keeping people safe and well. There is sufficient oversight of the service, supported by systems, processes and policies. The provider has scaled back the number of people it supports in order to deliver an improved service.

## Well-being

People are supported as per their assessed needs. Continuity of care workers is generally good and delivered in line with the agreed times. People told us that when care workers are running late they usually let them know. People are complimentary of the service overall. One person we spoke to said, "*We receive a good service, care staff are very obliging,*" another person said, "*they are wonderful, what they do is great*". Other people we spoke to told us they were mainly satisfied with the service provided, we were told that where there are issues these are resolved. The service reviews and maintains relevant documentation. There is an electronic system for recording of information, which clearly identifies what is expected of care staff at each call. The electronic system also monitors calls delivered. The duration of the calls is not always as long as allocated and calls are clipped. We discussed this with the RI and they told us that this is monitored and shared with the Local Authority funding the care. Staff notes are thorough and evidence the support they provided.

The service supports people's well-being and safety. There is a robust recruitment process and good oversight of the service by management. Appropriate safeguarding measures are in place and the provider liaises with relevant professionals where necessary. The service promotes safe practices overall regarding managing medication and infection control.

The management team oversee care workers' training and supervision needs. The provider demonstrates a commitment to improving and developing the service for the benefit of those who use it. People connected with the service have their views considered, although they could be sought more proactively to further strengthen quality of care reviews. Governance in the service is good, supported by a clear management structure and effective auditing arrangements

## Care and Support

The service assesses and plans for people's needs and desired outcomes with them and their family members or other representative. An electronic system is used alongside paper documents for recording and reviewing people's personal plans and records. Care documentation is well organised and contains sufficient details.

Staff treat people with dignity and respect. People are satisfied with their overall service. Communication between the service and people is generally good. The service usually notify people in appropriate time of changes to their planned calls. Continuity of care workers is good. A system for planning and monitoring calls is used. Peoples' care is generally in set runs, so they do not experience many changes to staff or times outside of the usual things like covering staff sickness or annual leave.

People are protected from harm. Safeguarding and whistleblowing policies are in place. There is good evidence that staff report any issues or concerns to the right professionals promptly. The service maintains a record of safeguarding matters; monitors outcomes and care workers receive safeguarding training. A complaints policy is in place, people using and working at the service know how to raise a complaint and feel confident that the provider will deal with issues promptly. There were no open safeguarding referrals or concerns at the time of inspection. Appropriate infection control measures are in place. People we spoke with told us care workers wear appropriate personal protective equipment (PPE) during support. Care workers have access to required PPE and guidance on how to use it correctly. A spot check system monitors its use.

## **Leadership and Management**

The RI is also the manager of the service. A compliance officer and a senior care worker supports the manager. Auditing systems in place are robust. Care workers feel confident in who they should approach depending on the nature of their query or concern. Internal systems and processes are in place to ensure the service delivers its aims and objectives effectively. The service notifies CIW of relevant incidents. Complaints, incidents and accidents are dealt with appropriately and monitored.

Information about the service is present. The responsible individual (RI) is in the process of updating the statement of purpose to ensure it meets regulatory requirements. A range of policies and procedures help support the delivery of the service. RI quarterly reports are carried out. Six monthly quality of care reports are completed, these need to include a more comprehensive action plan on how the service aims to make improvements in the following months. Consideration should also be given to seeking further engagement from people using the service. At last inspection there were a number of areas identified that needed improvement and notices were issued, the service has shown a commitment to addressing them by decreasing the number of hours until they can implement the necessary changes. The service is now smaller which has allowed the RI to focus on the necessary improvements.

The recruitment process ensures necessary pre-employment checks are completed. Feedback from care workers indicates they generally feel sufficiently supported and trained. Some staff reported that they felt their work and commitment was not always recognised. We spoke to the RI about this who acknowledged that they were trying to address this by implementing incentives such as employee of the month. The oversight of care workers' training and supervision is sufficient.







**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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**Date Published** 23/09/2021