



## Inspection Report on

**I-Care Cardiff**

**Connections Design  
21 Penlline Road  
Cardiff  
CF14 2AA**

## **Date Inspection Completed**

18/05/2023

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## About I-Care Cardiff

Type of care provided	Domiciliary Support Service
Registered Provider	I-Care Dom Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	09 November 2021
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 very happy with the care they receive and speak positively about the care staff who support them. We saw that the service has received a number of compliments in regard to the good care they provide. Care staff continuity is good and staff have adequate time to travel between care calls. Care documentation is thorough, robust and includes people's goals and desired outcomes. Personal plans are reviewed regularly to ensure they are kept accurate. The responsible Individual (RI) has good oversight of the service and quality assurance monitoring takes place regularly. There are policies and procedures in place for the running of the service and people are given detailed information about the service. Safeguarding referrals are made to the Local Authority when required and Care Inspectorate Wales (CIW) are notified of reportable incidents. Care staff are happy working at I Care Cardiff and tell us they feel supported and valued. Care staff attend training appropriate to the role they undertake and receive formal supervision regularly. Care staff are recruited safely and pre-employment checks are completed prior to employment commencing. There have been no complaints to the service since the last inspection.

## Well-being

People are treated with dignity and respect. Care staff continuity is good and has enabled people and care staff to build positive relationships. People told us care staff are polite, kind and do a great job. People are given detailed information about the service and their views on their care are regularly sought as part of quality assurance monitoring processes. The RI is visible within the service and regularly engages with people using the service. Personal plans of care are person centred and contain people's personal views on their care delivery. There are policies and procedures in place to support the running of the service which are kept updated and accurate. No complaints to the service have been received since the last inspection but people regularly contact the service to thank them for good care.

People can be assured their individual circumstances are considered. Care staff receive appropriate training and have the skills required to support people correctly. Care staff receive regular supervision and are well supported and feel valued by the management team. Care staff have enough travel time between care calls and feel part of a good team. Personal plans of care contain detailed information about people's needs and clearly guide staff on how these needs should be met. Risk assessments are completed where required. Documents are reviewed regularly to ensure any changes are captured and to keep documents up to date. People are happy with the care they receive and feel care staff understand their needs and competently meet them at all times. People and/or their relatives are always included in assessments and reviews of their needs.

People are protected from abuse and harm. I Care Cardiff has a robust safeguarding policy in place and all staff receive training in the protection of adults at risk of abuse. The manager understands legal requirements of caring for vulnerable people and makes safeguarding referrals when required. Referrals are stored centrally with outcomes recorded and monitored by the RI. Notifications are made to CIW when required. Staff recruitment is safe and robust as pre-employment checks are completed before employment commences. There is a system in place to ensure that Disclosure and Barring Service (DBS) certificates are renewed regularly.

## Care and Support

People can be assured they have choice and control over their lives. Prior to the service commencing, the provider completes an assessment of people's needs and it is agreed what care is to be provided and when. People told us care call times are generally fixed but I Care Cardiff are very accommodating if they need to change the times of their care calls for any reason. One person said, "*my spouse and I are so happy with the carers, we would be devastated if they couldn't come any more*". Personal plans of care are person centred and contain people's likes, dislikes and preferences as to how they wish their care to be delivered. Personal plans clearly outline people's personal goals and inform staff of how these are to be achieved. People told us they are included in any care planning or reviews and are kept well informed of any changes to their care. Care staff ensure they contact people if they are running late. People told us the office staff are very approachable, and they feel confident they could raise an issue if they needed to.

People receive the right care at the right time. People are happy with the care they receive and describe the care staff as "*amazing, lovely and brilliant*". People told us their needs are fully met and said care staff "*go above and beyond*" and "*do an excellent job*". We examined a selection of staff rotas and saw staff are allocated sufficient travel time between consecutive calls which enables them to provide care without the need to rush. One person told us "*It is very rare that my carer is late*". People receive good continuity of care staff which has enabled people to build good relationships with the care staff who support them and ensures people receive care in their desired way. A family member told us "*They know what they are doing and I trust them fully with my relative*". Personal plans of care are detailed, robust and reviewed regularly to ensure they remain accurate. These documents are important as they guide staff on how to care for people correctly. There are risk assessments and additional information for staff in place where required.

## Leadership and Management

People benefit from the leadership and management in place. I Care Cardiff benefits from a manager who is registered with Social Care Wales, the workforce regulator and an RI who has good oversight of the service. There are policies and procedures in place for the running of the service. People are given a service user guide which details the service people can expect to receive and how to complain if they are not happy with the service. There have been no complaints to the service since the last inspection and we saw a number of compliments have been received from people who are happy with the care they have received. The RI visits the service in line with regulatory requirements and completes quality assurance monitoring regularly which includes seeking the views of people using the service. Quality assurance processes evidence the provider is committed to providing a quality service and making improvements when required. Safeguarding referrals are made to the Local Authority when required and then stored centrally with outcomes recorded. This is good practice as it enables the provider to identify any themes, trends or patterns of abuse. The provider notifies CIW of any reportable incidents as required within the regulations.

People are supported by staff who are well trained and safely recruited. Care staff attend training appropriate to the roles they undertake which is refreshed regularly. All staff receive formal supervision in line with regulatory requirements. Supervision is important as it is an opportunity for staff to discuss any practice issues or needs in a formal setting that is recorded. Currently all staff are up to date with training and supervision. Care staff we spoke with told us they are happy working at I Care Cardiff and feel well supported and valued. One person said, *“we are a great team and support each other to provide good care to people”*. Another person said, *“I’m happy in my job and have no issues at all”*. We examined a selection of staff personnel files and found they all contain the required information. We were able to see pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people.

### 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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