



Inspection Report on

Gofalus Ltd

**Flat 1 Prospect Place
Crymych
SA41 3QQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

04/05/2023

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About Gofalus Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Gofalus LTD
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	22 February 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

Gofalus is a service where people receive good quality and reliable care, from a team of care workers who are suitably trained; and effectively led by an experienced manager.

Care workers know people well and have the time they need to offer care in a person-centred way. Care workers are flexible, recognising the needs of the people they care for.

The governance arrangements are robust, with a focus of quality. People can receive a service in Welsh as a large number of the team are Welsh speakers.

Well-being

People are safe because care workers know what they must do if they think a person is at risk of abuse, harm or neglect. Staff are “100%” confident the manager would take any concerns seriously, and also take the action needed to safeguard people.

People have very good relationships with those who care for them. One person said *“I like having them. I get on very well with them, we have a very good laugh”* and relatives are equally positive, describing the team as *“angels”*, adding *“they have helped us so much”*. Other comments include *“there are some brilliant carers”*; *“staff are amazing”* and *“couldn’t get any better”*. Care workers are respectful of people’s home; always clearing up after themselves. They appreciate the relationships they have with the people they care for and their families and value their work, with one saying how they are motivated by knowing how much they are making a difference for people.

Well-being is enhanced because of the values of the service which are shared by the team. The high standards identified at the last inspection have been maintained.

Care and Support

People's physical health needs are met. Care workers know how to recognise signs of skin pressure damage as well as other illnesses. They know how to refer on to the GP and district nurses, and records show how some have worked with other professionals to make sure people get the best care. Relatives confirm they are always contacted if care workers have any concerns about people.

Paper care records are maintained. Care plans are detailed and give very clear information to care workers about how people want their care and support to be offered. Care plans and risk assessments have been recently reviewed and care workers find the records helpful and have time to read them. Daily entries are detailed and informative, and show evidence the care plans are used to inform and direct care.

People receive person centred care. Staff know people very well; know what is important to them and they know their families. There is a good level of continuity, with people seeing the same workers on a regular basis and people, and their relatives agree that staff know them.

The service is very flexible in their approach and will change the times of visits to suit people when they are able to do so. This meant one person was able to attend an important family event which they otherwise would not have been able to do. The service is also very reliable. No appointments were missed, even during the very bad weather, and if workers are going to be late, they do let people know.

Care workers are not rushed. They have time to offer care in an unhurried way and work together as a team, meaning that if one person's care is taking longer than expected, another colleague may carry out the next visit to make sure people's care is delayed no longer than necessary.

Leadership and Management

There are some robust governance arrangements in place to monitor quality. The Manager, is also the Responsible Individual (RI), and has written a comprehensive and reflective report setting out what the service does well and where they would like to see improvements. The manager is very highly regarded by the care team; people who use the service and their relatives, with one saying of them “*Clients always come first*” and another said the manager makes the job “*worthwhile*”, adding how well supported they feel and how the manager cares about people and the business, going above and beyond to find a way to make things work.

Care workers describe feeling very well supported by their colleagues, including care workers; managers and administration staff. Senior staff are available at all times via an on call system. One described the service as “*like a family*” and spoke about how they work together in a flexible way to meet people’s needs.

Care workers are suitably trained. The training matrix shows most staff are up to date with their training and certificates in files confirms training has been completed in a range of areas including Moving & Handling; confidentiality; pressure area care and oral care. Relatives consider care workers to be skilled, with workers able to recognise when people are becoming unwell and when to refer on to other professionals.

Supervision is generally up to date. Care workers get balanced feedback on their work to help with their professional development, and spot checks are carried out which cover areas including the way care workers communicate with people and how they present themselves.

Staff files are well organised and easy to navigate. They contain the information needed, including proof of identity; evidence of current DBS checks and appropriate references. All gaps in employment should be accounted for.

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
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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