



# Inspection Report on

**Cardiff Homecare Services**

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**Date Inspection Completed**

12/09/2022

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## About Cardiff Homecare Services

Type of care provided	Domiciliary Support Service
Registered Provider	Cardiff Homecare Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	12 February 2020
Does this service provide the Welsh Language active offer?	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

Cardiff Homecare Services provides domiciliary support within two regional Welsh partnerships and this report is reflective of the services within Cardiff & the Vale, and Gwent area. There is a manager in post who is registered with Social Care Wales, they are hands on and combines their time between directly supporting people and management duties. The responsible individual (RI) has good oversight of service delivery and meets regularly with people connected to the service to inform improvements.

Overall, people are very happy with the care and support they receive from staff. People have personal plans that are individualised and put together with people receiving services and their families. People and their relatives are complimentary about the care workers: they told us they support them well. There is a high level of continuity with people seeing the same workers on a regular basis. People receive support from workers who are effectively trained; supported; led and motivated to meeting their needs. Levels of satisfaction with the provider are high, with both people receiving a service, and staff feeling able to recommend Cardiff Homecare Services.

## Well-being

People and their relatives are more than satisfied with the service they receive. Cardiff Homecare Services ensures people have control over their day-to-day life. Information is available to people in personal plans and documents about the service. People receive person centered support and are involved in all decisions about the service they receive. Detailed information, including guidance from health and social care professionals is recorded in personal plans to help people remain as healthy as possible. People and/or their representatives contribute to decisions that affect them. Where changes are requested to plans, we are told, where possible, this has been accommodated.

People are supported by care workers who are recruited and vetted appropriately with pre-employment checks in place. There are robust systems in place to ensure care workers are recruited appropriately, with reference and background checks carried out prior to employment. Most care workers are registered with Social Care Wales (SCW) with new care staff supported to register as soon as they are able.

People are safe and protected from harm. Care workers know the trust placed in them and the privilege they have to work in people's homes. They know what they must do if they suspect a person is at risk or is being abused and are confident their managers would take the appropriate action to make sure people are safeguarded.

People's well-being is enhanced because the service is managed and led by a team who share the values of person centred and reliable care. Assessments are carried out to make sure the service can meet people's needs; in the way they want them met. Care workers feel valued by the manager and management team and they in turn, value their staff.

There are systems in place to keep people safe. Policies and procedures relating to safe practice are reviewed regularly and contain current national guidance. These include policies for Safeguarding, Whistleblowing, Medication, and Infection control. Care workers receive relevant training and there is a plentiful supply of personal protective equipment (PPE).

## Care and Support

People say they feel safe with the care workers who support them in their homes every day because the care workers are familiar to them. This gives each person reassurance that their needs and personal preferences are really understood. Not everyone, who wanted one, is provided with a copy of their rota. The manager will rectify this. People say they know how to make a complaint and are confident the manager would listen to them if they did. Each person's privacy and personal information is always protected. The service provides continuity of care. People are cared for by a team of familiar staff. When there are gaps due to sickness or absences, the care is delivered by the wider office staff who are qualified to do this. One person told us how the service "*goes way beyond what is expected*" whilst another said "I think some care workers could do more and notice more when they are on the call."

Overall, there is an accurate and up-to-date plan for how care workers provide each person's support, to achieve their best possible outcomes. The provider considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining information from relatives and external healthcare professionals such as social workers, together with all assessments relating to the person. From this, senior staff develop care records to describe people's support arrangements and requirements. In addition, to remain current, all care records are regularly reviewed every three months, or more frequently wherever support needs changed. The service is currently using two electronic systems, as such care staff does not always have access to the most up to date information relating to individuals care needs. We discussed this with the provider who immediately looked to address the matter. This is an area for improvement and will be followed up at the next inspection.

Care is delivered with dignity, showing great respect for individuals and their circumstances. The provider demands high standards from care workers, insisting on the ethos of the service being followed; to show respect to all. People tell us they, and their families, are treated with dignity and respect. One person said, "*They are very competent, professional and caring.*" Another person described the care workers as "*wonderful and so helpful, they follow my routine of how I want things done.*". People and their relatives say care workers are rarely late and never rush them. People mostly receive calls in a timely manner. Overall, people we spoke to were happy with the call timings. People appreciate the service makes them aware if a care worker is unexpectedly late. This means people can expect to receive the right support at the right time.

## Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. We viewed a sample of policies and procedures and found these to be up to date and reviewed routinely. We saw the most recent Statement of Purpose (SOP) reflects the service well and now includes the additional services acquired by the provider and the new management structure. The service uses an electronic call monitoring (ECM) system to monitor care workers arriving and leaving calls and alerts are set to highlight any issues. This enables the office staff monitoring the system to act quickly and ensure calls are not missed. Robust governance and quality assurance arrangements are in place to support the smooth operation of the service. The service has a clear set of policies and procedures in place that support safe practice.

CIW acknowledge the significant pressure the pandemic has placed on the service provider in relation to recruitment and staff shortages. The service has been impacted in the same way as many in the sector during COVID-19 and with the current recruitment challenges. Everyone has worked as a team to maintain the service. The manager told us they and office staff have been doing a lot of care work themselves and the staff are flexible and cover each other's shifts when needed. Staff confirm they have enough travel time between care calls and have sufficient time to complete care, however, can feel pressurised due to the staff shortages.

People are supported by a team of care workers that have been recruited safely. We looked at several personnel files and found all the necessary pre-employment recruitment checks have been completed. These include references and Disclosure and Barring Service (DBS) checks. We saw evidence of a structured induction programme that new employees must complete. Care workers spoke positively about the induction process saying training and shadowing experienced members of the team provided them with a good introduction to the service. Records reveal most staff have completed training; however, some staff require refresher training. CIW acknowledge the significant impact the pandemic has had on the ability of service providers ensuring all staff receive refresher training pertinent to their role in a timely manner.

People receive a service from care workers who are supported in their roles. Almost all care workers employed are registered with Social Care Wales (SCW) and the few that are not, are either new to the service or are working towards registration. Care workers receive quarterly supervision and community spot checks and there are systems in place to monitor the frequency of these to ensure they are carried out as required. Annual appraisals also take place and are scheduled onto staff rotas when they become due. Staff are complimentary of the support from the management team, comments included "*I wouldn't want to work anywhere else*" and "*there is a real sense of belonging and teamwork, you feel part of a family*".

### 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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16	The service provider has not consistently updated personal plans that advise staff on how to deliver care and support to people receiving a service.	New
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