



## Inspection Report on

**Cherish Cymru**

**Cherish Cymru  
2 Eastgate  
Cowbridge  
CF71 7DG**

## **Date Inspection Completed**

04/04/2024

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## About Cherish Cymru

Type of care provided	Domiciliary Support Service
Registered Provider	Cherish Cymru LTD
Language of the service	English
Previous Care Inspectorate Wales inspection	22 October 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Cherish Cymru provides outstanding care and support in people's own homes, some of whom live with Dementia. People like the professional, personalised service they receive, overwhelmingly referring to the service as '*Excellent.*' Care workers and the wider management team diligently follow a positive culture of support, ensuring people's physical and mental health needs are met and people experience good outcomes. Professional social workers acknowledge the high standards of care and support and the dedication of care workers, with comments such as, "*If only all domiciliary care agencies worked this way.*"

The provider ensures the service is run smoothly. The responsible individual (RI) who is also the manager, fosters a positive culture of support, encouraging a flexible and adaptable service to meet people's needs. They are very approachable, and supportive of the care team, who feel valued. Appropriately trained and qualified care workers help to provide a consistent and reliable service, forming strong relationship with the people they provide care and support for.

Governance arrangements are in place with the RI having daily oversight of the service and the quality-of-care people receive, proactively making necessary changes as and when needed.

## Well-being

People understand what care and support opportunities are available to them and the service works with people to develop a package of care. The service takes time to speak to people, getting to know them, and helping them to understand what the service can offer. The service involves people in shaping and tailoring their individual care package. One social care professional told us, "*Cherish demonstrate a genuine willingness to work in partnership with the individuals they support.*" The manager makes sure people's rights are protected, helping them to access the right support from advocates and other services. They go above and beyond to help people in distress or crisis, guiding them to support their health, safety and well-being.

The service supports people to remain as active and as healthy as possible. People have a high standard of support, meeting their health needs and, where possible, supporting them to improve. One person told us how the care workers have supported them and "*Helped to avoid incidence of infections,*" due to the exceptional attention when supporting with personal care. Care workers ensure people receive consistently good support with medication, nutrition and skin care, with good communication with other professionals to help address any issues. The service is exceptional in supporting people to access appointments and hospital visits, often providing support beyond contracted agreements.

The provider ensures people are listened to. The manager fosters a culture of care and openness, making themselves available to people and care workers, ensuring individuals can make their wishes known and raise issues if required. The service resolves issues quickly. The service actively listens to people's wishes offering daily opportunities to let the service know what they need or think. Additionally, regular reviews of personal plans check the service can support a person's needs. People have access to representation when they find it difficult to manage their own affairs. The provider considers the quality of care and service through consultation with people.

The provider ensures people's safety is a priority. The service uses safe procedures to recruit care workers and ensure they are suitably trained and qualified to carry out their role. Care workers are subject to checks with the Disclosure and Barring Service and receive support to register with Social Care Wales, the workforce regulator. People and care workers know how to raise a concern if they need to, but policies and procedures around safeguarding needs further development. The manager puts people's safety first through their kindness and dedication, such as taking someone to hospital to avoid ambulance waiting times and delay in receiving required treatment.

## Care and Support

People receive outstanding personalised care and support. People we consulted told us they are overall very pleased with the service they receive, describing it as “*Excellent*,” and “*Wonderful*.” The service listens to people before they provide care and support and involves them in the production of a personal plan. The detail within the plan helps care workers to understand the person and their needs. The service works well with other professionals and representatives to provide the right support, with one professional from another organisation commenting “*There’s great teamwork*” and “*Excellent communication*” and “*I would want Cherish Cymru looking after my family member, as they show great professionalism.*” Care workers complete daily records to show care and support needs are met, including, where appropriate, medication and nutritional assistance. People’s care needs are kept under review and suitable adjustments made if required. Where possible, the service accommodates people’s call time preferences, and people tell us there is “*Good timekeeping.*”

The service is caring and highly effective in supporting people’s physical and mental health needs. People told us how the care workers put them at ease, even when some aspects of care are sensitive and deeply personal. The service demonstrates exceptional flexibility to successfully support people who need extra care with their mental health, often going above and beyond to sit with the person to relieve their anxieties long after the contracted call times. One social worker told us, the “*Agency has worked very closely to promote the individual’s independence whilst balancing the risks to ensure their safety.*” People receive support to access health services. Where necessary, the manager acts in people’s best interest to ensure they receive medical attention.

The provider fosters a culture to ensure every effort is made to support people. Care workers demonstrate this, with people telling us “*They’re so sweet and caring*,” and one person saying, “*They do more than they should, they go above and beyond, they’re like one big family.*” When people do not have a representative living close by, the service provides support well above expectations. We found examples where care workers supported hospital appointments, collected personal items for people staying overnight in hospital, and additional welfare checks on people outside of contractual agreements. Often the service advocates for people living with Dementia who find decision making difficult, this helps to reduce people’s anxieties and uphold their rights.

## Leadership and Management

Governance arrangements are in place. A responsible individual (RI) who is also the manager is present at the service daily. They have good oversight of the service and considers the quality of care provided. The RI produces reports which is a legal requirement. They contain some detail about how the service is performing, but not as much as we would expect. The RI has a good understanding of what is required to strengthen future reports. Policies and procedures are in place to support the service delivery. There are improvements in how the service reviews the policies and the RI is aware of the need to further strengthen this to ensure all policies continue to follow current guidance. A 'statement of purpose,' which is a document to let people know what to expect from the service, is clear and supported by a 'service user guide.' All are available to people, so they have information about the service. People using the service know the manager/RI and do not hesitate to speak with them, describing them as "*Approachable*," and "*Very good*." The manager actively listens to people, so the best possible service is provided, avoiding escalation of any situations.

The service is run smoothly, and care workers feel supported. The service has improved monitoring systems, with good auditing of documentation to identify omissions so action can be taken. Most of the care workers commend the manager and support staff in the office with comments including "*I always feel supported by the office with any personal problems as well as any work-related issues that occur*." The manager and office staff receive training in care delivery, and support in the community when required to ensure continuity of care for people. We also saw evidence of multiple ways the provider supports care workers to help retain a consistent staff team. Line managers consistently conduct supervision meetings with care workers. There are good communication systems. People and care workers tell us they can always speak to someone if they need to.

The service follows safe recruitment procedures and supports care workers to learn and develop their skills. Records relating to recruitment are complete and well organised. Care workers have qualifications in social care and are registered with Social Care Wales, the workforce regulator. Care workers attend mandatory training including 'How to safeguard adults at risk,' and additional specialist awareness training to support the people they care for, such as 'Catheter care' or 'Parkinson's Disease.' Most people told us care workers are knowledgeable and understand their condition and needs.

### 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
12	The provider is not ensuring that policies and procedures are reviewed and kept up to date to reflect current legislation and detail of information required.	Achieved
58	The provider is not ensuring that medication administration records are fully completed.	Achieved



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