



Inspection Report on

Carers Trust South East Wales – Cardiff & Vale

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Date Inspection Completed

17 and 23 June 2022

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About Carers Trust South East Wales - Cardiff

Type of care provided	Domiciliary Support Service
Registered Provider	The Care Collective De Cymru Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection since the service was re-registered under the Regulation and Inspection of Social Care (Wales) Act.
Does this service provide the Welsh Language active offer?	Yes. This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Carers Trust South East Wales provides support to family members who are carers and a domiciliary support service to people in their own homes in the Vale of Glamorgan region.

People are happy with the service they receive. A small team of dedicated care workers provide continuity of care, support and reassurance. Personal plans are available for each person and reviewed on a regular basis. Daily records are task focused, repetitive and do not reflect achievement of individual personal outcomes. Care workers are happy in their role and feel supported. Care workers are knowledgeable about the people they support. Improvements in the frequency of formal staff supervision is required. Staff recruitment records require improvement. Governance arrangements are in place to support service delivery and assess the quality of services.

Well-being

The care provided promotes people's overall well-being. Assessments of needs are undertaken with people before they receive a service. A personalised approach is taken by the service, people's preferences are acknowledged and understood, and how they wish their support to be provided is documented. People have as much control over their daily lives as possible. People receive good quality care from skilled and knowledgeable staff.

Care workers treat people with dignity and respect. People tell us they receive appropriate, kind and caring support from their care workers who are familiar with their needs. People tell us they feel listened too by care workers and can contribute to decisions, which affect their life on a day-to-day basis.

There are measures in place to safeguard people. Care workers know what to do if they are concerned about someone, are familiar about the types and indicators of abuse and told us what action they would take. Staff said they were confident to report any concerns and they felt they would be listened to and actions would be taken. Staff files and training records, show care workers, receive training to ensure people's safety; these include training in safeguarding, food hygiene, moving and handling. Care workers keep people safe by following clear policies and procedures and take appropriate action when needed.

This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture. Preferrable language to receive care and support is asked during assessment. Written correspondence received in Welsh will be replied to in the language of choice. The provider can offer key documents in Welsh if requested.

Care and Support

People we spoke with are positive about the care they receive and are complimentary about care workers and the provider. One person said, *“they know his needs and are flexible with their approach, use assorted styles dependant on his mood, they listen to the family and communicate well about any changes”* and another said, *“happy with everything.”*

People receive high quality care and support. An assessment of needs is completed prior to a service being provided. These assessments identify people’s mental, physical and social care needs, taking into account care preferences. Personal plans give staff the information they need to provide care and support in line with people’s needs and wishes. Plans are reviewed on a regular basis. Due care and attention is required to ensure daily records are reflective of care and support being provided and the impact this has on people’s lives. Daily records are task orientated and repetitive.

There are systems in place to manage people’s medication. Service medication policies and procedures are up to date and in line with current medication legislation. Care staff receive training in medication. Additional competency checks will be undertaken with staff in the community going forward. Due care and attention is required when staff complete medication records to ensure the correct coding system is used.

Leadership and Management

Governance arrangements are in place that support the operation of the service. The model of care documented in the service's statement of purpose and service guide reflects the support provided. A range of comprehensive policies and procedures are in place to support the delivery of care, which are kept under review. Reports evidencing regular visits to the service by the responsible Individual (RI) are available. They show discussions with people receiving a service and care workers and identify any areas for improvement. Appropriate auditing and quality assurance arrangements are in place. To ensure the service runs smoothly, delivers good quality care and identify where improvements are required. Quality of care reports are produced on a regular basis.

There are selection and vetting arrangements in place to enable the service provider to decide upon the appointment of staff. Following recent company mergers not all required pre-employment paperwork was available for review. Staff files do not contain all required identification documentation and employment histories to evidence the individual fitness of staff to work at the service. This is an area for improvement, and we will follow this up at our next inspection.

Care workers told us they are happy in their role and spoke positively about the support they receive. They confirmed they had sufficient travel time and rosters are well organised. They also told us they feel suitably skilled to fulfil their role. The service has an ongoing recruitment drive in place to try and reduce the number of staff vacancies. The retention and recruitment of staff is a wider issue across the social care sector currently.

There is an induction process in place, which new staff undertake on commencement of their employment. The staff supervision matrix showed gaps in formal supervision for care workers and this was confirmed by internal quality assurance systems. This is an area for improvement, and we will follow this up at our next inspection. Staff said they had access to a range of online training and are looking forward to more face-to-face training. The provider has re-introduced in person training and a new position within the service has been established to review and drive forward staff training.

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
35	Not all required identity and safety checks were available for care workers.	New
36	Care workers are not receiving regular formal	New

	supervision.	
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Date Published 26/07/2022