



Inspection Report on

Pagaqum Care Services

**First Floor Offices
Dominion Business Centre
Dominion Way
Cardiff
CF24 1PT**

Date Inspection Completed

08/12/2021

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About Pagaqum Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	PAGAQUM SERVICES LIMITED
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service was re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

Pagaqum services limited is a small domiciliary agency based in Cardiff. The service has a registered manager who is also the Responsible Individual (RI) and has good oversight of the service.

People are very happy with the service they receive and speak positively about the care staff and manager. Staff continuity is excellent, which enables people to build relationships with care staff, and have their care delivered in their preferred way. Care documentation is thorough, robust, person centred and reviewed regularly. Care staff are happy working at Pagaqum and feel well supported, trained and valued. There is no travel time allocated between consecutive calls, but staff advised us they do not feel rushed. Staff receive regular supervision, but some staff training is overdue. All staff are subject to pre-employment checks and there is a system in place to renew Disclosure and Baring (DBS) certificates.

There are policies and procedures in place for the smooth running of the service and quality assurance monitoring takes place, to ensure a quality service is being provided. The manager understands their role in regard to safeguarding vulnerable people and engages with the safeguarding process when required.

Well-being

People are supported to have autonomy over their lives. Care documentation is written in consultation with people using the service and their representatives, and include people's wishes. People choose what time their calls are and what tasks are completed during these calls. Documents are reviewed with people who are encouraged to input their views and any changes which may be required. Pagaqum has a complaints process and take complaints about the service seriously. Any complaints are stored centrally with outcomes recorded. As part of the quality assurance process the RI seeks the views of people using the service, which then informs a written report.

People are treated with dignity and respect. Care workers receive appropriate training to undertake their roles, but some training is overdue. Staff feel very well supported and happy in their jobs, and receive regular supervision. People speak highly of the service they receive and have good working relationships with care workers. People tell us care staff show them kindness and compassion and understand their needs, and how to best support them. People feel they get the right care as staff do everything they need. Staff continuity is excellent and supports people to develop good working relationships. Care documentation outlines tasks people can do themselves, and aims to keep people as independent as possible. Staff rotas do not include travel time, but this does not appear to have an impact on people, but is an area that requires improvement.

People can be confident they are protected from abuse and harm. Risk assessments are completed when required and reviewed regularly. Pagaqum have safeguarding policies and procedures in place, which outlines how to respond to any suspected abuse. The manager understands the safeguarding requirements in regard to caring for vulnerable people and engages with the Local Authority when required. Safeguarding referrals are made to the appropriate safeguarding team when required and then stored centrally. Staff recruitment is safe and robust as pre-employment checks are completed prior to employment commencing and there is a system in place for renewing DBS certificates. All staff undertake training in the safeguarding of adults at risk of abuse, which is refreshed annually.

Care and Development

People can be assured they have choice and control over their lives. People who use the service have an assessment prior to the service commencing where they are able to agree their care call times and what support they require. People are given a service user guide which outlines what people can expect from the service and what to do if they are not happy with the service they receive. Care documentation is person centred and includes people's likes, dislikes and preferences as to how they would like their care delivered. People are fully consulted on any changes that need to be made in regard to their care provision. People we spoke with were complimentary about the service and described the care workers as *"lovely, nice and brilliant"*. People told us care workers are respectful and provide care in a dignified way. One person told us that if they have any issues they can contact the office or speak to the care staff who are more than willing to help.

People can be confident they receive the right care at the right time. Care documentation is thorough, robust and evidences that Pagaqum work with other professionals when required. Care plans outline people's needs and how they should be met. The documentation is reviewed regularly and is updated to reflect any changes to needs or service delivery. Care worker continuity is excellent which has enabled people to build good working relationships with the staff who provide their care. One person told us *"I've had the same two carers for the past four years; they understand my needs and know how to provide my care"*. Care workers are given weekly rotas of their care calls, but we noted travel time to consecutive calls is not scheduled within these rotas. While no immediate action is required, this is an area for improvement and we expect the provider to take action. We have been assured that action will be taken. People we spoke with are very happy with the care they receive and told us that *"staff do everything I need"*. People feel staff have enough time and their care is not rushed.

Leadership and Management

People benefit from the leadership and management in place. Pagaqum benefits from an RI who has excellent oversight of the service as they are also the manager, and registered with Social Care Wales (SCW) the workforce regulator. There are robust policies and procedures in place for the running of the service, which are reviewed regularly. Quality assurance takes place in line with regulations, and includes seeking the views of people using the service and staff working at the service. A report is completed with the findings which includes good practice and where improvements can be made. Safeguarding referrals are made to the Local Authority as required, then stored centrally with outcomes recorded. This enables referrals to be audited and improvements made if necessary. Complaints to the service are taken seriously and stored centrally along with compliments. We viewed a selection of compliments from people using the service. Staff we spoke to were very positive about the manager and described him as "*brilliant*". One person told us "*if there is a problem, the manager will sort it out, straight away*".

People can be assured they are supported by staff who are safely recruited. We viewed a selection of staff personnel files and found they contain all required information such as identification, a full employment history and an employment contract. Pre-employment checks such as references and DBS certificates are applied for prior to staff commencing employment. This is important as these checks determine a person's suitability to work with vulnerable people. There is a system in place to ensure that DBS certificates are renewed every three years, or checked annually if the staff member is on the update service. Staff told us they are happy working at Pagaqum and said they feel "*supported and valued*". All staff receive formal supervision in required timescales which is important as it is an opportunity to discuss practice issues and needs in a setting which is recorded. Staff receive appropriate training to undertake their roles effectively. We noted some training is overdue by a few months, but we are assured that staff are now booked onto the required courses.

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
41	The provider is failing to incorporate travel time into staff rotas, when staffing are going directly from one	New

	service user to another.	
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