



## Inspection Report on

**Cadog Homecare Ltd**

**Cadog Home Care Ltd  
Carmarthen Road  
Llandeilo  
SA19 6RS**

**Date Inspection Completed**

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## About Cadog Homecare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Cadog Homecare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	6 February 2020
Does this service provide the Welsh Language active offer?	Yes. 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

Overall, Cadog Homecare Limited endeavours to support people to maintain their independence. The staff team are enthusiastic and want to make a positive difference to people's lives. Care workers focus on each person's needs, to positively impact on their well-being. People and their relatives are enthusiastic about the support they receive and say care workers support them as they like. Care workers feel well supported by the Responsible Individual (RI) and the management team overall. Good communication channels are evident throughout the service and there are robust systems in place to monitor the quality of care provided.

### Well-being

People and their relatives are very happy with the service they receive from Cadog Homecare Limited. Care records reflect each person's support needs in detail, and care workers are aware of the importance of each person's well-being: they support each individual as they wish and several people told us their care workers are always kind and caring, respectful and professional in their approaches every day.

People say they feel safe with the care workers who support them in their home, especially when the care workers are familiar to them. This gives each person reassurance that their needs and personal preferences are really understood. People say they know how to make a complaint and are confident senior staff members would listen to them if they did. Each person's privacy and personal information is always kept secure.

People and relatives say their care workers are rarely late and never rush them. One person said, "*They will phone if they are going to be late.*" Another person said, "*They always stay for as long as we need. And they are patient when I need them to be.*" This means people can expect to receive the right support at the right time.

The provider offers the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. Some staff members do speak Welsh and the RI is able to provide documentation bi-lingually if required.

Overall, there is an accurate and up-to-date plan for how care workers provide people'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 any specific requirements. All care workers have access to this information, to ensure each person receives the right care at all times. To remain current, all care records are regularly reviewed, more frequently wherever support needs change. People and their relatives are happy with the support they receive. One person confirmed to us they are very involved in the decisions taken on their relative's behalf. Another person told us, "*They have transformed X's life because they listen to her wishes and genuinely care.*"

The provider has detailed policies and procedures to manage the risk of infection. Measures are in place to ensure people are kept safe from infection as far as possible. This includes the monitoring of all visitors and the appropriate use of personal protective equipment by all care workers. People and relatives confirmed there are good hygiene practices throughout the service.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to the manager initially but would be confident to go to external agencies such as the safeguarding team if they thought they needed to.

Overall, the service is committed to developing a culture which ensures the best possible outcomes are achieved for people. There are straightforward checking systems in place, designed to monitor each person's well-being and the quality of support they receive every day. The RI and the senior management team consistently oversee all aspects of the service, including:

- Issuing surveys for people and their families to feedback their opinions
- Meeting people, together with their relatives where preferred, to gauge feedback
- Checking all documentation is always up to date.
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Responses from the most recent surveys were positive, and all conversations we had with people and relatives were extremely complimentary about the care workers who visit them in their homes and the senior staff team in the office. One person said, "*Yes, all the office staff are friendly and let you know what is going on when the girls are running late.*" Another person added, "*They are polite and always pleasant to us when they call.*" The RI identifies any actions needed to improve people's well-being in six-monthly quality of care reports.

Regular staff team meetings are held to give all employees the opportunity to discuss their work and to keep up to date with all new developments. Three-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded. Care workers say they are happy with the support they receive.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' Training records show all employees are up to date with their essential training: care workers confirmed to us they have all the training they need to support people as they should.

### 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
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