



## Inspection Report on

**Care Cymru Cardiff**

**Care Cymru  
Longcross Court  
Newport Road  
Cardiff  
CF24 0AD**

## **Date Inspection Completed**

1 February 2022

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## About Care Cymru Cardiff

Type of care provided	Domiciliary Support Service
Registered Provider	Care Cymru Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">First inspection post RISCA registration</a>
Does this service provide the Welsh Language active offer?	Working Towards. The service 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

Care Cymru is a domiciliary support service that provides personal care and support to people in their own homes, in the Cardiff and Vale area. The service provider has nominated a Responsible Individual (RI), who has oversight of the running of the service. A service manager is suitably qualified and registered with Social Care Wales as required.

Most people we spoke to told us they are satisfied with the service they receive. There are measures in place for keeping people safe and well. There is sufficient oversight of the service, supported by systems, processes and policies. The provider has scaled back the number of people it supports due to the ongoing staffing issues across the care sector. Complaints and notifications to CIW are managed effectively. Care workers generally feel well supported and trained. People's care records are kept under regular review. Improvement is required concerning the oversight of medication and daily recordings. The Responsible Individual evidences oversight of the quality of the service provided.

## Well-being

People are mostly supported as per their assessed needs. Continuity of care workers is generally good and care is delivered in line with the agreed times. However due to ongoing staffing issues relating to the current pandemic there are occasions where care is disrupted. People told us that they are able to contact the office easily and communication is good. People are generally complimentary of the service overall. One person we spoke to said, “*all the carers are good, everything I need gets sorted,*” another person, said, “*the care helps us greatly*”. Some people we spoke to expressed some areas where they were unsatisfied. This included carers having a lack of understanding when working with their particular needs and an instance where a safeguarding referral was not made in a timely way. We fed back these areas to the responsible individual who assured us they would address these issues and follow up with people spoken to.

The service supports people’s well-being and safety. There is a robust recruitment process and good oversight of the service by management. Overall appropriate safeguarding measures are in place and the provider liaises with relevant professionals where necessary. The service promotes safe practices overall regarding managing medication and infection control. The provider is responsive when incidents happen and issues are addressed with staff through appropriate measures.

The management team oversee care workers’ training and supervision needs. The provider demonstrates a commitment to improving and developing the service for the benefit of those who use it. People connected with the service have their views considered, although they could be sought more proactively to further strengthen quality of care reviews. Governance in the service is good; This will be strengthened further by improved auditing arrangements for medication and care recordings.

## Care and Support

The service assesses and plans for people’s needs and desired outcomes with them and

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their family members or other representative. An electronic system is used alongside paper documents for recording and reviewing people's personal plans and records. Risks to people's health, safety and well-being are identified and planned for. Care documentation is well organised and contains sufficient details regarding people's care and support needs.

The service reviews and maintains relevant documentation. People's support plans are personalised and reflective of their current needs. There is an electronic system in use by the manager which provides continued oversight regarding the care delivered. This also identifies people due for review of their care or spot checks. The system is linked to staff training to ensure staff scheduled to deliver care are fully trained to provide the identified support. We did find that there was some discrepancy in how staff are recording information and the managerial oversight of this. Medication administration records were not always fully completed and had not been audited regularly. We recommend that this is looked as a priority . When we discussed with the manager they had already identified this and had implemented a process to review Medication records on a monthly basis.

Calls are monitored from the office base and by the out of hours on call. This enables late or missed calls to be identified promptly and for action to be taken. The duration of the calls is not always as long as allocated and some calls are cut short. People we spoke to did not report any issues with length of calls or that carer workers rushed. We discussed this with the RI and they told us that this is monitored and shared with the Local Authority funding the care.

People are protected from harm. Safeguarding and whistleblowing policies are in place. There is good evidence that staff report any issues or concerns to the right professionals promptly. The service maintains a record of safeguarding matters; monitors outcomes and care workers receive safeguarding training. A complaints policy is in place, people using and working at the service know how to raise a complaint and generally feel confident that the provider will deal with issues promptly. There was an incident where there had been a delay in reporting a safeguarding but this was addressed. There were no open safeguarding referrals or concerns at the time of inspection. Appropriate infection control measures are in place. Complaints and notifications to CIW are managed effectively. People we spoke with told us care workers wear appropriate personal protective equipment (PPE) during support. Care workers have access to required PPE and guidance on how to use it correctly. A spot check system monitors its use.

## Leadership and Management

The service is supported by a clear management structure. Oversight of the service is thorough and has continued to be so throughout the pandemic, which has been overall well, managed despite significant staff absences. There, is evidence complaints are managed appropriately and the service notifies CIW of relevant occurrences. The statement of purpose is in keeping with the service provided.

Auditing systems in place are overall robust but some improvement in the oversight of medication is required. Care workers feel confident in who they should approach depending on the nature of their query or concern. Internal systems and processes are in place to ensure the service delivers its aims and objectives effectively. A range of policies and procedures help support the delivery of the service. RI quarterly reports are carried out alongside branch audits. Six monthly quality of care reports are completed.

Care workers are suitably trained and supported. We received good feedback from care workers about the quality of training and support they received. An appropriate induction and training programme is in place, reflecting the needs of the people using the service. Individuals and representatives consider care workers are knowledgeable about their particular needs. Management oversees training.

The recruitment process ensures necessary pre-employment checks are completed. Supervisions and appraisals are carried out in a timely manner. When it has not been possible for staff to safely meet as teams and alternative ways have been used to ensure information has been shared with all staff, including virtual means and social media.

## **Environment**

The environment is not considered as part of inspections of domiciliary care services. We are assured infection control measures are in place and documentation is stored securely in each office area.,

