



Inspection Report on

Cardiff Community Homecare

**Ty Heulog
Cowbridge Road
Talbot Green
CF72 8FH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

13/03/2024

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About Cardiff Community Homecare

Type of care provided	Domiciliary Support Service
Registered Provider	Hafod Housing Association Ltd
Language of the service	English and Welsh
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Cardiff Community Homecare provides care and support to people in their own homes. People consider the care they receive is “good.” Trained, competent care workers show respect and understanding, encouraging people to maintain or improve their independence. Care documentation is in place and records are clear and complete. Call times are monitored and delivered as agreed. People are helped to be as healthy as possible, to live the life they wish, and supported to achieve their desired outcomes.

The service is run smoothly. An experienced manager drives improvements, and empowers care workers so the best possible care is delivered. Effective monitoring systems are in place to identify how the service can further improve. The service goes above and beyond to identify things that are important to people, even if these are outside of the contracted care packages, and where possible, introduce improvements to benefit the people using the service.

There is effective governance and oversight of the service. A responsible individual (RI) undertakes their duties with due diligence and is passionate about supporting people so they have good experiences of care. The positive culture filters throughout the service. Care workers are recruited safely, trained appropriately, supported, and are highly thought of by the organisation.

Well-being

The provider ensures people have information to help them make decisions about their care and support. A detailed 'statement of purpose' and 'service user guide' inform people what to expect from the service. People contribute to the development of a personal plan through an assessment where they can receive information, but also let the service know about their preferences and wishes. People have a copy of their personal plan in their home, alongside the plan of care from the local authority, so they can check what care and support has been agreed. When people forget or find things difficult to understand, care workers use good communication skills to help inform people about their choices. Information can be made available in Welsh if required.

People are safe and protected from abuse. The provider has policies and procedures in place which are followed, informing care workers on safe practices. Risk assessments are in place to identify how people can be supported safely. Care workers receive appropriate training for their role, including how to administer medication safely, and, how to safeguard vulnerable people from abuse. When health issues are identified, the service helps the person to access medical help. People who find managing their personal situation difficult, including their finances, have social workers or advocates involved. No agency staff are currently used, and the team of regular care workers carry identification, but are also well-known to people using the service.

The service listens to people. People feel able to talk to the care workers if they have a concern. Care workers offer a listening ear daily, and people appreciate their visits to help lift their mood if they are feeling down. People's choices are accommodated where possible. The RI visits people to understand what the quality of care is like for individuals. The service offers people the opportunity to complete quality assurance questionnaires. A personal plan review with a senior care worker involves people, helping them to consider their needs and if changes are required to their personal plan.

People are supported to stay as healthy and active as possible. Personal plans highlight how the person can be supported to maintain their health and well-being. People consistently get the right care and support from the service and are helped to access other services that would benefit them. Initiatives, such as making connections with organisations in the community is helping people to remain active and follow their interests, such as gardening. While the services encourage and supports people to be independent, there is always a watchful eye from care workers who will raise their concerns to ensure the person gets the right help and support.

Care and Support

People receive personalised care that is designed in consultation with them. The service consults with people and completes a full assessment to gather information to help write the personal plan before care is delivered. Care workers access the clear personal plans to guide them to provide the right care. People are part of review of care, especially if change is required. People's desired outcomes are recorded. We were told about positive experiences people have, improving independence, growing in confidence, and building social and family relationships. The service makes arrangements to support positive outcomes, often going the extra mile, for example, by making links with other services within the community, such as cafes and garden centres.

The service supports people to be as healthy and active as possible. People have choices, but are encouraged to stay as healthy as possible, through good diet, increased activity, and access to health professionals. Care workers provide medication support for people who need this if it is part of the plan, and improvements have been made around the recording of this. When people do not have family or other support to help them arrange appointments and visits to health professionals, we saw the service oversees this, or makes sure that the person gets help from an advocacy service. Referrals are made to health professionals, for example, to occupational therapist to ensure the right equipment is in place to help mobility.

Care is delivered in a respectful way by a consistent workforce. People know the care workers who support them, and one person told us "*They are lovely, I get on with all of them.*" Positive working relationships are developed. We observed care workers using good communication skills, adapting their tone to suit the needs of people who are hard of hearing. Several people told us that the care they receive is "*good*" and delivered in a "*respectful*" way. People's choices are respected, and where possible, the service accommodates requests, for example, having a service delivered in Welsh.

People's emotional and mental well-being are considered and supported. Care workers report concerns they may have regarding a person's well-being so that appropriate help can be arranged if needed. People appreciate their care and support workers, and one person told us, "*They put a smile on my face in the morning.*" The care workers encourage people to participate in community groups and activities, with some arrangements made by the service to help make sure this happens. Care workers have training so they understand how their approach can help someone experiencing mental ill-health, and the service is successful in supporting people who need this; one person telling us "*I am managing much better now,*" as they received encouragement and support to overcome the challenges they faced.

Leadership and Management

There is good governance and oversight of the service. The RI understands their role and duties, undertaking these to a high standard. They visit the service, speak to people and staff, and sample documentation, in addition to considering other information available to them. This is helping them to draw conclusions about the active quality of the care, in addition to how the service can continue to improve. Policies and procedures are in place. The 'statement of purpose' and 'service user guide' provide people with detailed information to let them know what to expect from the service, and on request, this is available through the medium of Welsh.

A knowledgeable, experienced manager ensures the smooth running of the service. The manager feels supported by the RI and the wider organisation enabling them to foster a positive culture within the staff team. This is helping drive improvements where care workers gain support to have a greater understanding of role and recording requirements. The manager closely monitors call times, and the team of care workers cover holidays and absences to avoid using agency staff. Systems are in place to audit and monitor tasks and records. The service takes action when audits highlight gaps in records or identifies improvements to be made.

Care workers are safely recruited and trained. The provider follows formal systems when recruiting care workers. Checks are undertaken to ensure care workers are fit to work with vulnerable adults and all documentation required as evidence of this is in place on personnel files or stored securely with the 'Human Resources' department. An induction programme covers subjects to give care workers a good understanding of their role and duties before they start providing care. Ample time is given for them to gain confidence through a shadowing system. Additional training including 'Dementia,' and 'Safeguarding Vulnerable Adults,' gives wider information to help care workers support people's needs. Some specialist training around 'Managing Challenging Behaviours' is also provided. The manager leads by example, attending training to keep abreast of developments in the sector.

Staff development and support is clear and consistent. Care workers receive one to one supervision with a manager to help their development and identify support needs. This includes helping care workers achieve a recognised qualification and register with Social Care Wales, the workforce regulator. The provider recognises the importance of supporting care workers and has several initiatives to benefit the workforce, in addition to covering cost for example, training, mileage, uniform and registration fees; in addition to schemes to support their medical needs. Senior care workers have developed confidence due to the support they have received and assist the manager with the smooth running of the service.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
58	The service provider is not ensuring that audits of medication processes are identifying poor practices where care workers are not following procedures around acquisition and recording of medication administration.	Achieved
34	The management structure within the service does not provide effective support of all care staff, resulting in poor supervision and development of staff that could impact on the care delivery.	Achieved

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