



Inspection Report on

Gofal Angel Care

**13 Ashdown House Riverside Business Park
Benarth Road
Conwy
LL32 8UB**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

30 June 2023

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About Gofal Angel Care

Type of care provided	Domiciliary Support Service
Registered Provider	Gofal Angel Care Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was registered under the Registration and Inspection of Social Care (Wales) Act 2016 [Manual Insert]
Does this service provide the Welsh Language active offer?	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

Gofal Angel provides support to people living in their own homes, to help improve their quality of life and provide family carers with a break. Some people shared examples of how the agency has helped change their lives for the better. Everyone is very happy with the care and with the staff who provide it.

Staff are well skilled, experienced and fully vetted prior to employment. They have a positive and friendly approach to their work and respect people's privacy and dignity. People's wishes and choices are respected, and care is as flexible as they want it to be. Care staff arrive when they are supposed to and always stay for the expected duration. Gofal Angel has a valued and happy team of staff who provide effective quality care.

The service has effective systems in place to ensure care plans are always accurate, records are organised and staff happy to carry out their roles. The management seeks the views of people, professionals and staff through surveys, personal calls, visits and through regular reviews of the care. It is clear the service is highly regarded.

Well-being

People have full choice and control over their care on a continuous basis and are fully involved in the initial planning and subsequent reviewing of the support they receive. The RI (Responsible Individual) who oversees the service, visits the person prior to any care provision to agree what is needed. They carry out the first call to provide support themselves to ensure every detail regarding preferences and needs can be identified and recorded in the plan of care. Information about the service can be provided in the Welsh language; there are Welsh speaking care and office staff to communicate in people's chosen language. People receive support tailored to their needs on any given day; we heard examples of how staff are flexible according to people's unique and changing needs, spending more time with them if needed. People and their families are all extremely happy reporting care staff go above and beyond to provide highly effective care.

People's health and well-being is a focus of the support provided. Care staff act promptly if there are any health concerns by contacting the RI and manager who will inform relevant others of the issues. People told us how staff have provided them with information, signposted them to relevant services and been flexible with support in a crisis. People know all the care staff who support them; they have built trusting relationships and feel able to talk freely about any issues.

People are protected from the risk of harm through the provision of training to all care staff and the service's own policies and procedures. The one-to-one meetings with individual staff provide an opportunity for staff to reflect on practice, discuss any issues and challenges so any potential safeguarding matters can be identified. The RI and manager contact people frequently to check they are happy with the care provided. We saw evidence leaders act appropriately if they have any concerns about a person's wellbeing.

People's social well-being is important to the service. Care staff know what makes people happy and have built effective, trusting, relationships. Families and carers praise the positive impact the service has had on people. Increased motivation, enhanced mobility and social engagement are some of the positive benefits people have experienced. Everyone is extremely happy with the service and family feel confident people receiving the care are safe and thoroughly enjoy the experience.

Care and Support

The service collates the views of the person, their family, and other professionals when assessing what care is needed. Everyone we spoke with confirmed they are confident the service knows them well and provides an effective service that accurately reflects their needs and preferences. They say staff *'have the right approach to their work and respect people's privacy and dignity'* and they always *'go above and beyond and are thoughtful, caring and kind'*. People confirmed they can contact the office at any time to make changes to their care.

People are provided with the quality of care and support they need. Not only is everyone consulted, but the management carry out the first visit themselves to ensure they have first-hand experience of delivering the care. They believe it is important for them to know exactly how people prefer their care to be delivered before they instruct their staff. Care staff benefit as they feel management understands any challenges they may face and are very much part of the care team. We saw examples of how life changing the support has been for some people. One person is much more confident in their independence and is partaking in tasks they have not been able to do for a long time; another person is living at home successfully following a long stay in hospital. A person told us how the support has enabled them to live *'a much better quality of life'*. One family member complimented staff for the respect and dignity they give to people; *'They ensure their needs are met and often go above and beyond. A high standard of care and compassion is delivered daily'*.

Plans are kept accurate as they are reviewed every three months, or sooner if needed. Frequent telephone calls to people receiving care keeps the service under review continuously. Daily notes recorded by staff show what support has been provided and indicate where changes may be considered. All care staff told us they know what care is needed before they go to support any person.

Care staff monitor the health and wellbeing of people they care for, and records show they will take steps to alert family if they are concerned. They provide guidance and signpost people to places that may be helpful. One family member told us how staff are honest about the way the care delivery is progressing; they make suggestions that will improve safety and comfort for individuals and help family to make those changes such as moving furniture. We saw evidence the service's management know procedures to follow should they have concerns about people's wellbeing.

Leadership and Management

The service provider has excellent governance arrangements in place to support the smooth operation of the service and ensure quality care and support for people. The management team are adept with technology and have devised well organised systems to show when any element of the operation needs reviewing and auditing. We saw compliance spreadsheets set up with dates and a list of elements to be checked and all these were up to date. We saw people's views have been canvassed, professionals' views and those of staff are also sought. The responses are all positive with professionals describing the service as '*excellent*'.

The RI and manager are in the office every day and people, staff and professionals praise the easy communication. We were told '*there is always someone at the end of the phone*'. They have an effective oversight of the service and play a '*hands on*' role. We saw annual statements regarding the operation are comprehensive, and the quality of care review report written by the RI, identifies what the service is doing well and where it might develop further. Although it is a young service, Gofal Angel operates as if well established with robust arrangements in place to ensure the service runs effectively and smoothly. The manager and RI lead by example, involving themselves in the care delivery so they always understand the views and possible challenges to people receiving care and their family.

People are supported by care staff who have the required knowledge and skills to help them achieve their personal outcomes. Training records evidence staff are knowledgeable in a range of subjects relevant to their role; a lot of training is face to face which staff enjoy. Staff told us how they must do all the mandatory training before they undertake a care visit alone. Safe recruitment procedures are followed as care staff are thoroughly vetted. Care staff told us how much they feel valued by their employer. They receive gifts on special occasions, rewarding team days at which staff are treated to a meal, and positive feedback from people using is shared with the staff concerned. Staff told us '*they (the management team) listen to their staff, accommodate our preferences and are always at the end of the phone*'. One staff told us, of all their years of experience working in care, this is the best employer they have had.

Travel time is planned into work schedules and staff are paid for their travel. People confirm staff always arrive on time and stay for the duration allocated to each visit. They told us staff are never in a rush and always stop to ask if we need anything else before they leave.

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
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