



Inspection Report on

Guardian Angels Carers Cardiff

**Unit 4
Parc Ty Glas
Cardiff
CF14 5DU**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

02/08/2023

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About Guardian Angels Carers Cardiff

Type of care provided	Domiciliary Support Service
Registered Provider	NICE TELEFONE CO LIMITED
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service promote Welsh language and culture?	The 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

Guardian Angels Carers Cardiff is a domiciliary support service for adults, aged 18 and over. The service offers care and support to people in their own homes in the Cardiff area. The organisation is in its infancy and commenced operation in January 2023.

People receive a reliable and professional service. People report that they are happy with the care they receive and were complimentary about care workers who are friendly and helpful. A small and consistent staff team deliver the care. Care documentation is in place that considers people's needs and wishes and effective consideration of risk.

The Responsible Individual (RI) is currently actively involved in the running of the service and has good oversight. The statement of purpose (SOP) sets out the vision for the service and reflects current service delivery.

Well-being

People are supported to have as much choice and control as possible. Personal plans are written in conjunction with people receiving the service and/or their representatives. Plans are personalised and reflect what matters to people and how they want their support to be provided. People speak positively about care staff and told us they feel safe and supported. One person commented *“I enjoy the friendly chat; it makes my day.”*

People receive their support when it is planned. One person told us *“The carers I have are friendly, patient and understand my needs. They make clear arrangements in advance, so I know what I’m doing. They turn up on time and stay the full time they are booked for. I really like my new dedicated carer and she seems to like me.”*

People are provided with information about the service which supports them to make choices about the care they receive. A copy of the statement of purpose (SOP) is provided to people when the service commences. This helps people to understand the range of support available from the service and assists with decision making.

People are supported to remain safe and well. People and their representatives told us they know how to raise a concern and feel comfortable in doing this. There are safeguarding arrangements in place that ensure people are appropriately protected from the risk of harm. Staff receive training in safeguarding and are confident in how to respond to any concerns in line with current guidance. A person’s representative said *“The carers are always very loving and caring to my parents. I always feel comfortable leaving them in their care.”*

Care and Support

There are effective systems in place to ensure people's needs are assessed and can be met by the service, prior to support commencing. All individuals receiving support have an appropriate provider assessment of their needs. Provider assessments are comprehensive, personalised and, identify what support is required and how people wish this to be provided. A person's representative commented the service is *"very efficient and professional who take great care to go through the care plan and ensure the clients wishes are captured."*

People are supported by a small and consistent staff team. Care workers are sensitive and understanding in the way they support individuals to live as independently as possible. Personal plans are comprehensive and provide appropriate information for care workers to follow. Where risks are identified, risk assessments are completed. Where changes in care needs are identified, personal plans are updated. Regular care documentation review requires imbedding within the service.

People receive good quality care and support from a service promoting their participation in the service they need. There is a culture of supporting people's independence throughout the service. Staff take their time when completing tasks. One person's representative told us *"The carers seem very well trained. Watching the carers slide mum and move her in bed was excellent, it felt like the nursing care she received in hospital. They are also very friendly and put mum at ease."*

The physical and mental health of people is supported. Care workers we spoke with have a good understanding of people's health conditions and the support they require. They have developed positive relationships with the people they support. This has a positive impact on people's emotional well-being and provides reassurance to family members.

Leadership and Management

Guardian Angels Carers Cardiff is an organisation in its infancy. The RI and manager both work and are visible and accessible to both people who use the service and staff. There is an organisation structure with clear lines of accountability. They are committed to developing a culture which endeavours to ensure the best possible outcomes are achieved for people.

Written information on the service is available for people. There is a statement of purpose (SOP) and user guide. The SOP is fundamental in setting out the vision for the service and is a key document that clearly demonstrates the range of needs the service will provide support for, including any specialist service/care provision offered. A clear picture of the services is provided.

Care is provided by a workforce who feel happy and supported. The required pre-employment suitability checks are completed before new members of staff commence work. Care workers feel the training opportunities available to them are suitable. Training records show staff receive training which is relevant to their roles. Care workers reiterated the continuity they have with calls, which enables them to get to know people and their needs well. Care workers said they are given enough travel time between calls. A person using the service told us *“These are the only carer service where the carers stay for the full time they are booked for. The carers are very good at listening to me; it’s such a good company as the carers are paid all travelling time and they seem to be valued as employees. This is a rare thing in my experiences with care companies.”*

People know how to raise concerns if needed and have full confidence matters will be swiftly addressed. One person’s representative said *“They took on board immediately any concerns we had, or things mum needed and didn’t worry about tailoring the care to her individual needs. The care manager was also good with H&S [health and safety] risk assessment and setting up the care plan”*. A person using the service told us *“The admin staff are easy to contact and try to help if I need to make changes”*.

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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