



## Inspection Report on

**Everycare Cardiff Ltd**

**Everycare (Cardiff) Ltd  
28-30  
Carlisle Street  
Cardiff  
CF24 2DS**

## **Date Inspection Completed**

31/07/2024

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## About Everycare Cardiff Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Everycare (Cardiff) Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	03 February 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Everycare (Cardiff) Ltd provides care and support for people in their own homes across Cardiff, The Vale of Glamorgan and Gwent areas of Wales. This report is reflective of the service and people's experiences across these areas. The main operational office for the service is in Cardiff.

People are extremely happy with the reliable, punctual and dignified service they receive from a highly trained and compassionate workforce. People experience consistency and get to know their care workers. The service works with people and their families to deliver personalised care, often going above and beyond when people are in need. They told us "*They're a cut above the rest,*" and the service is "*Just brilliant.*"

The provider has a nominated responsible individual (RI) who visits the service. The oversight of the service by the RI is not effective as they have not identified several issues which have been picked up at this inspection. They rely on senior members of the organisation self-evaluating their work and providing advice. As this information is proven not to be reliable, the provider needs to take action to ensure the constant monitoring and improving of the service is carried out and findings are accurately and honestly recorded.

The registered manager is respected, knowledgeable, and helps to drive the compassionate service provision. The overall performance of the service is being impaired as there are no clear lines of accountability within the organisation.

## Well-being

Written information about the service provision is not always available for people so they may not be able to make decisions about their care and support. Not all people have access to an up-to-date statement of purpose, which informs people about the service. The provider is not always informing the regulator of changes to statements of purpose. People in the Gwent and Cardiff areas can be assured they have personal plans in place, which are up to date, and followed. People living in The Vale of Glamorgan may not have appropriate documentation in place regarding their care and support, which is putting them at risk. There is good communication from the office staff, manager and care workers, helping people to confirm their care and support, especially when they have requested a change of call time.

People are treated with dignity and respect and feel safe when receiving care and support. People told us they feel safe in the company of care workers, and they know who is coming to help them. Highly trained care workers are safely recruited and follow the company's policy to wear identification badges. The service uses an electronic system to ensure all tasks during a care visit are completed. Medication systems are followed, and checks are carried out to make sure this is safe. People comment on the care workers and office staff, stating they are "*Caring and polite*," "*Professional and approachable*," "*Respectful*," and "*Responsive*." When people need to be protected from potential harm, the service refers to the appropriate professionals who can help. The service ensures people are referred to occupational therapists to support with safe moving and handling plans. The service also involves the 'Friendly Trust' if someone needs help to manage their finances. People have access to independent advocacy services if this is required.

The service consistently tries to ensure people are happy, healthy and active and do the things that matter to them. The service is highly successful in supporting people with learning disabilities, or mental health needs, with consistent care workers who understand and know them well. People are helped to understand the choices available to them and supported to access fun activities in the community. The office is available for people to 'drop in' and many use this option, with the service supporting people with their mental health and more practical needs. The compassionate care team go above and beyond to support people in need. The service works with relatives, with one commenting the service "*provide us as a family with an excellent and timely amount of feedback as well as great reassurance that X is being cared for to the highest level.*"

## Care and Support

People are very happy with the care and support they receive from a consistent workforce. The provider makes exceptional efforts to ensure people are supported by a regular team of care workers who get to know the person well. Care workers told us *“I like working with a family,”* and another told us how *“Service users get used to having the same staff member.”* We saw how this worked very well for one person living with dementia, as they appeared comfortable in the presence of the familiar care workers. Other people told us how their care workers *“Brighten you up,”* as they always have a smile, and another person valued the *“Laughter and humour”* the care workers bring. People like that the care workers are polite and respectful. We received an overwhelmingly positive response when consulting with people or their families regarding the service, with many stating *“Nothing could be done better.”*

The service is punctual, reliable and demonstrates flexibility to accommodate people’s needs. Electronic systems are in place to schedule and monitor calls closely, so people do not go without care, and most calls are on time. Managers or administrators form part of the care team, helping to cover any sickness and absence. People told us they have an *“Excellent level of service,”* and shared examples where the service had been flexible in re-arranging calls to help their personal situation. We saw examples where the service has gone ‘above and beyond’ to support people in the community who required help or needed essential items. Although this is not part of their agreed commissioned care, the staff team respond to people in need, showing genuine care and compassion. The service is highly successful in supporting people who have a learning disability or mental health need. People are referred to the right agencies if they need advocacy services. We saw how the service involves the local authority when people are at risk of self-neglect.

The provider has processes and documentation to ensure care and support needs, wishes and outcomes are recorded, but this could be more consistent. People are part of the assessment process, helping to inform and plan the care to be delivered. Personal plans guide care workers to deliver the right care and support, but we found these are not consistently available, though staff can view a list of tasks to complete during a call on an electronic device. We discussed the inconsistencies in the personal plans with the RI, including the completeness and availability of documentation. This is being considered as part of the monitoring and improving requirements for the service. We saw good records completed by care workers giving detailed, accurate information around medication, food, fluids, and general tasks. Reviews of personal plans take place but do not always include accurate information or evidence who has been involved in the process.

## Leadership and Management

The provider has governance arrangements in place but these need to be strengthened. A responsible individual (RI) visits the service and consults with people and staff. They also consider the sustainability of the service. The RI is delegating report writing regarding their findings, the quality care review, and annual return reporting to a senior person within the organisation. There is insufficient information in these documents to demonstrate the provider has considered the quality of the service. There are monitoring and improving arrangements in place within the service, including auditing, but these are not effective in identifying issues, including missing information or the quality of the records. This information is not reliable, so the provider cannot be assured the service is running as it should be.

A registered manager is highly motivated but there are unclear organisational management arrangements, and clarity over responsibility for delegated tasks. This is affecting the service performance. The manager's supervision meeting records fail to identify appropriate support and resources to enable them to fulfil their role. The statement of purpose does not clearly reflect the organisational structure or lines of accountability. People are at risk of receiving a poor service as the monitoring and improving of the service is not robust. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The service has safe recruitment procedures and staff feel supported. Care workers have pre-employment checks to ensure they are fit to work with people who may be in a vulnerable position. Personnel files contain all relevant information including contracts of employment and evidence of the right to work if required. The provider arranges adequate travel time between calls, and mileage allowance is paid. Care workers confirmed this. The management have an 'open door' policy and care workers are encouraged to drop into the office for support. One care worker told us "*Everycare has a friendly and family working environment, and there is no hurdle when we need direct access to the management.*" Tokens of thanks are arranged for care workers to recognise when they have gone 'above and beyond.' We found care workers consistently receive a supervision meeting with a line manager but records of these are poor and fail to record the positive feedback received about an individual care worker. Good working conditions contribute to the low turnover of staff, enabling people to have continuity of care.

Care workers are trained and competent. The organisation has a training department providing face to face training in areas such as 'Moving and Handling' and 'Medication.' Care workers receive training around the safeguarding of people who may be at risk of

abuse or harm. Specialist training is also provided to help meet people's needs, including for example, use of rescue medication for epilepsy. Training is closely monitored to ensure all care workers are up to date, and competencies are tested. Care workers told us they have very good opportunities to learn and develop and "*Have regular training, supervisions and spot checks.*"

### 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.

### Area(s) for Improvement

Regulation	Summary	Status
8	The provider is not ensuring effective monitoring of the service including the quality, as there are	New



	unclear organisation structures and lines of accountability with regard to the responsible individual and management of the service. Self-evaluation of the service is weak, preventing identification of omissions that would enable honest consideration of how the service needs to improve.	
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