



Inspection Report on

Cheerful Elegant Healthcare Ltd

**Global Link
Dunleavy Drive
Cardiff
CF11 0SN**

Date Inspection Completed

17/09/2024

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About Cheerful Elegant Healthcare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Cheerful Elegant Healthcare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	16 November 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

People are happy with the service they receive and speak fondly of the care staff who support them. People feel able to discuss any issues they may have with the management team. Care staff rotas evidence good care staff continuity and include travel time for care staff between consecutive calls. Personal plans of care detail people's needs and how they should be met and are reviewed regularly. Care staff are happy working at the service and feel valued by the provider. The Responsible Individual (RI) is present at the service and has good oversight. Quality assurance monitoring and auditing takes place regularly to ensure a quality service is provided. There are policies and procedures in place for the running of the service. Safeguarding referrals are made when required and complaints are dealt with appropriately. Care staff receive appropriate training and support and are recruited safely.

Well-being

People are treated with dignity and respect. Care staff continuity is generally good and has enabled people to build relationships with the care staff who support them. People are happy with the service they receive and feel that care staff are flexible in providing their care. Care documentation contains relevant information but would benefit from the inclusion of people's personal preferences being recorded. All documents are kept under review to ensure they are accurate. Care staff receive relevant training and are happy working at the service. Care staff receive a formal supervision every three months and attend team meetings regularly.

People are protected from abuse and harm. Cheerful Elegant Healthcare Ltd has a safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. The manager makes safeguarding referrals when required and the RI has good oversight of any safeguarding referrals or complaints. There are policies and procedures in place which are reviewed regularly to ensure they are accurate. Care staff recruitment is safe and robust as pre-employment checks are completed correctly. There is a system in place to ensure Disclosure and Barring Service (DBS) certificates are renewed when required.

People have choice and control. People are included in their care planning and reviews of their personal plans of care. Care call times are agreed in advance in line with people's needs and wishes. The RI engages with people during monitoring visits and seeks people's views as part of quality assurance processes. People feel able to raise complaints to the service if they are unhappy with their care. There is a service user guide in place which provides people with the information they need. The organisations statement of purpose is kept under review. This document is important as it sets out how care is delivered, to whom, where and when.

Care and Support

People are treated as individuals. People receive an assessment of their needs prior to the service commencing which ensures that the provider understands and can meet individual needs. People agree their call times in advance and outline what care is to be provided during the calls. People told us that the care call times can be flexible when necessary. Personal plans of care are in place and include required information but could be strengthened to include personal well-being outcomes and more detail about people's, likes, dislikes and personal preferences as to how care is delivered. These documents are important as they guide care staff on how to care for people correctly. Risk assessments are in place where required and updated when necessary. People are included in the reviews of their personal plans and have opportunity to provide feedback about their experience with the provider. One person told us *"I have needed to complain but the issues were sorted very quickly and things are fine now"*.

People receive the right care at the right time. Care staff receive training appropriate to their roles and feel well equipped to do their jobs. People feel staff have a good understanding of their needs and are able to provide care to their satisfaction. People told us that they are happy with the care they receive and described the care staff as *"lovely, polite and respectful"*. Care staff rotas indicate that continuity of care staff is good and people told us that this is something that has improved recently. People also commented that there is a more stable care staff group in place. Care staff continuity is important as it ensures that people get their required care in their preferred way and it also helps to build positive relationships between people and the care staff who support them. Care staff rotas evidence there is dedicated travel time between consecutive care calls. Travel time is important as it ensures that care staff have time to get from call to call without the need to rush people's care or cut short people's allocated call time. People told us that care staff *"nearly always arrive on time and do everything we need"*.

Leadership and Management

People benefit from leadership and management in place. Cheerful Elegant Healthcare Ltd benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. The RI is present at the service and completes a report to support monitoring visits. Audits of information and quality assurance monitoring takes place regularly and includes seeking the views of the people using the service and care staff working at the service. Quality assurance monitoring indicates that the provider is committed to providing a good service and making improvements when necessary. There are policies and procedures in place for the operation of the service and to ensure that care staff understand what is expected of them. Complaints to the service are dealt with correctly and monitored by the RI. Safeguarding referrals are made to the Local Authority safeguarding team when required and are monitored for themes and trends.

People are supported by care staff who are well trained and recruited safely. Care staff are happy working at the service and describe the RI as “*very good and approachable*”. Care staff told us that they can go to the RI or manager with any issues and feel well supported and listened to. Care staff receive appropriate training and feel well equipped to do their jobs. Supervisions take place in line with regulatory requirements which is important as this is an opportunity for care staff to discuss any practice issues or needs in a setting that is recorded. Team meetings are held regularly to keep care staff well informed with information and to address any issues care staff may have. We examined a selection of care staff personnel files and found that they contain the required information including personal information and forms of identification. Pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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