



Inspection Report on

Caremark Cardiff & The Vale

**The Business Centre
Cardiff House
Priority Business Park
Barry
CF63 2AW**

Date Inspection Completed

25/04/2024

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About Caremark Cardiff & The Vale

Type of care provided	Domiciliary Support Service
Registered Provider	Cardiff & Vale Caring 4 U Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18 th May 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service

Summary

A passionate, enthusiastic and committed Responsible Individual (RI) and deputy manager are in place. People and their loved ones describe the service as “*Excellent*.” The service consistently considers individuals well-being needs, risks and outcomes. People are involved in their care and regularly asked to feedback on the service. People praise the service and care staff for their dedication and attentiveness. Events are held at the service to involve people in their care and create a sense of community. We saw evidence to show how people’s social well-being needs are identified, addressed and resolved. People and their relatives told us the service goes above and beyond to meet individual needs and wants. Consistent care staff know people very well. Care staff receive excellent levels of support and their well-being is promoted. The service celebrates equality, diversity and inclusion. There are excellent systems in place to maintain oversight of the service and to monitor the achievement of people’s outcomes.

Well-being

People have control over their day-to-day life. People are consistently involved in regular reviews regarding their care. The service is very responsive and any issues are quickly resolved. People told us they are kept up-to-date on changes and care staff are “*Very professional.*” People and their loved ones can access an electronic system which provides oversight of their care. There is a service user guide which includes important information regarding the service, such as how to make a complaint. Regular events are held which bring people together.

People’s voices are consistently heard. People are regularly asked to feedback on the service. We saw compliments are received on a regular basis. One person said “*they talk to me, they are lovely.*” The service includes people and their care staff through a range of methods. The deputy manager said “*I want to make everyone happy.*” Individual circumstances are considered. Plans are person centred and well-being outcomes are regularly sought, reviewed and achieved. People are treated with dignity and respect by care staff who know them extremely well. One person told us care staff are “*Absolutely wonderful.*”

People are supported to maintain their health and well-being. People and their loved ones told us care staff are quick to identify areas which require professional involvement. People told us they have excellent relationships with care staff and describe them as “*Lovely,*” “*On the ball,*” and “*Efficient.*” People’s health is well monitored, recorded and risk assessed. People’s social well-being is considered, and action taken to enhance their involvement in their local community. Events are held to promote inclusion, equality and diversity. The Welsh language is promoted throughout the service.

People are protected from abuse and neglect. People and care staff told us they can always raise issues with the management team. People are provided with information so they know how to share concerns. Care staff are appropriately recruited and receive regular training and opportunities to discuss any issues. There are excellent systems in place to analyse information in order to identify patterns and trends and avoid reoccurrence.

Care and Support

Detailed and person-centred plans identify important aspects such as medical history, social history, health care needs and any risks. Well considered risk assessments are in place and include pictures, so care staff know exactly what equipment is required. Risk assessments identify measures to reduce risk and what symptoms to look out for, so staff are aware of early warning signs. The service regularly involve professionals such as district nurses, social workers and occupational therapists. People told us care staff are quick to identify areas that require professional input. One person described their carer as their “*guardian angel.*” Professionals praised the service saying they are “*Responsive*” and “*Hard working.*”

The service work collaboratively with social workers to identify people’s changing needs. Changes are made to people’s care to increase social engagement such as support to go to the shops or local parks. Regular events are held at the service to involve people in their care and the local community. We saw fundraising events, pancake day and bingo have been held. The service plan to start a regular memory clinic where they will offer activities, cakes and coffee to people, their loved ones and care staff. Different electronic systems are in place to enhance engagement with the service and improve people’s experience.

People and relatives told us they regularly communicate and feedback to the service. An exceptional number of compliments are received and recorded. People are involved in their care on a regular basis, in reviews, face to face feedback and surveys. People receive a detailed service user guide which provides them with important information about the service. Relatives told us any issues are quickly addressed. The management team is very aware of the impact of smaller matters and said “*We always say yes and always change things around for them.*” People and care staff said the service is flexible, one person said they “*Go above and beyond.*”

Equality, diversity and inclusion are celebrated and promoted. The service holds events throughout the year to bring people and care staff together in the celebration of culture. The service promotes the Welsh language, utilising a Welsh speaking member of care staff to aid in assessments, reviews and training. One relative told us they regularly contact the service and have the opportunity to speak Welsh. Care staff are encouraged to complete Welsh training. Basic Welsh phrases are promoted and Welsh words are also displayed in the office.

Leadership and Management

Management hold a 'can do' attitude. The service provides care and support for people with varying and complex needs. Professionals told us the service are "*Dedicated*" and "*Committed*" even when faced with challenges. Regular management meetings are held to monitor people's well-being outcomes. The RI completes a detailed and informative Quality of Care review. This evidences how individual circumstances and well-being outcomes are identified and acted on. Regular audits are completed by a range of different managers. This ensures layers of oversight to identify improvements. We saw excellent systems in place which analyse information in order to identify patterns and trends and reduce reoccurrence.

Rotas are well managed, care staff and people know in advance who is working. Travel time is clearly included to enable care staff to provide support at the right time, people told us care staff are always "*Punctual*." Excellent systems are in place to ensure consistent care staff complete people's required support at the right time, including medication. Management have a live overview of this to maintain oversight and take action when required. People and their relatives can also access the electronic system, giving them control over their care.

Care staff told us they are given lots of opportunity to raise concerns and feel listened to. A safeguarding policy is in place which includes important information on how to identify and raise concerns as well as contacts for professionals. Care staff know how to report concerns to managers. Staff told us they feel well supported and managers are "*Brilliant*." 'Drop in' sessions have been implemented to ensure staff knowledge remains up-to-date.

Compassionate care staff are appropriately recruited and vetted prior to employment. This ensures they are safe to work with vulnerable people. A diverse range of training is offered and staff are expected to complete annual refreshers. The service considers innovative ways to involve care staff in the service. An electronic communication platform has been introduced to ensure updates can be effectively shared and achievements recognised. Managers told us this has improved staff engagement and a positive work culture. Managers regularly 'check in' with care staff regarding their well-being, 'drop in clinics' are offered for staff as well as regular meetings, supervision and spot checks. People told us staff are "*Professional*" and "*Competent*". We saw several events are held to empower staff. Care staff are nominated for internal and external care awards. The service has started a campaign to include dogs in the office to aid in the well-being of staff.

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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