



## Inspection Report on

**Gofalus Ltd**

**Flat 1 Prospect Place  
Crymych  
SA41 3QQ**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

09/07/2024

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## About Gofalus Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Gofalus LTD
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	04/05/2023
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

This is a service where people receive excellent care from a service which is effectively led by a manager who has a clear vision. This vision is focused on person centred and individualised care and support from a team of care workers who are motivated and suitably trained.

People can receive their care and support in their chosen language, with a large number of care workers speaking both English and Welsh. Care workers are flexible and the service is reliable.

People and their relatives are wholly complimentary about the service, with some saying how reassuring it is knowing they can rely on staff at Gofalus.

## Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers know how to recognise and report any safeguarding concerns. They are confident the manager would take the actions necessary to make sure people are safeguarded. Care workers have completed training in safeguarding.

Many care workers are Welsh speaking meaning people can have a service in both English and Welsh. This is appreciated by people. Information is available in Welsh if people request this, and the provider is to remind people of this.

The excellent relationships people have with those who care for them is a particular feature of this service. Care workers feel proud to work for Gofalus, and people and their relatives have, and will continue to recommend the service to others. The service is described as “*brilliant*” and the workers as “*excellent*”. One relative said the service means their parents can remain at home together which means everything to them.

People receive care from a service which is reliable, professional and flexible. Care workers are not rushed, and rotas are organised, so they have enough time to travel. There is a good level of consistency, with people seeing their care workers on a regular basis, and being able to build a good rapport with them..

## Care and Support

Paper records contain brief information about the individual and their care and support needs. There are care plans for a range of areas including personal care, mobility and nutrition. There are risk assessments for the premises to make sure both the individual and the care worker remain safe. The provider is currently reviewing the paperwork and plans to include a more detailed personal history which will help inform care workers about the person and what matters to them. Daily entries are comprehensive, and person centred.

People's physical health needs are met. Care workers know how to recognise signs of skin pressure damage and know who to report any concerns on to. Because of the good relationship workers have with people, they can also recognise any changes in people's health, informing family members or health professionals. Medication and creams are administered in some instances, and one relative commented on the improvements to a person's skin due to the care and attention given by care workers.

The relationships people have with those caring for them is very good. One person said *"they are brilliant... absolutely wonderful... I can definitely have a bit of fun with them"* and a relative said of the staff *"they are absolutely spot on... They are very nice people"*.

Care workers are not rushed and have travel time built into their rotas. One care worker said that if an individual needs more time on occasions, the manager is supportive of this and either inform the next person that the care worker is delayed, or they assist by carrying out the calls themselves. People confirmed that care workers do not rush and often have time to chat, which they value.

People's voice, choice and control is respected. Care workers can describe ways they respect people's privacy, dignity and property, recognising the trust people put in them by inviting them into their home. People, and their relatives confirmed this saying they also feel very safe with the care workers and have high levels of confidence in them. Although people have comprehensive care plans which inform care and support, care workers are flexible in their approach and always ask people about their care and adapt as necessary.



## Leadership and Management

Governance arrangements to monitor quality are robust. People, their representatives, and workers are able to raise any ideas or concerns and they are confident they will receive a helpful and timely response. The RI is also the manager and is very visible in the service. The manager is supported by a deputy, senior care workers and experienced administrative staff.

The manager has set the values of the service, and the focus is on person centred, individualised care. Care workers are very positive about the manager and comments include, *“He is a really good boss; 100% listens; he really cares about the clients and staff”*. Some care workers spoke about the impact the manager has had on them and their work and how their leaderships motivates them. Some workers have been promoted and some are doing additional training, showing their skills, enthusiasm and development needs are recognised and met.

Care workers are suitably trained and feel they have the training they need to safely and effectively carry out their duties. The training matrix shows most staff are up to date with training, and this covers areas including moving and handling, dementia care, safe administration of medicines and infection prevention and control. People say staff are skilled and knowledgeable. New staff spend time with more experienced care workers to make sure they know people and their responsibilities before carrying out care calls on their own.

Supervision is up to date and care workers feel they get balanced feedback on their work. Spot checks are also carried out by senior staff who observe areas including how the care worker presents themselves; how they interact with the person and how well they carry out their duties.

Staff files are easy to navigate and well organised. They contain the information needed including security checks and references. Confidential information is securely stored.

### 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. 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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