



Inspection Report on

Q Care Cardiff and Vale of Glamorgan

**Alexandra Gate Business Centre Ltd
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Ffordd Pengam
Cardiff
CF24 2SA**

Date Inspection Completed

12/07/2024

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About Q Care Cardiff and Vale of Glamorgan

| | |
|---|--|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Q Care Limited |
| Registered places | 0 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | |
| 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

People are happy with the care they receive and value the care staff who support them. Since the last inspection improvements have been made to ensure care staff have the skills and knowledge required to undertake the role correctly. All care staff attend appropriate training which is refreshed regularly. Care documentation has now moved to a digital system that incorporates people's personal outcomes and how these can be achieved. Personal plans clearly guide care staff and are reviewed regularly to ensure they remain accurate. Risk assessments are in place where required. Care staff rotas evidence that staff continuity is good and care staff always have travel time to and from care calls.

The Responsible Individual (RI) has good oversight of the service and quality assurance takes place regularly. There are policies and procedures in place and people are given information about the service. Safeguarding referrals are made and Care Inspectorate Wales are notified of incidents. Care staff are happy working at the service and feel well supported by the management. All staff receive formal supervision and spot checks to ensure their competence. Care staff recruitment is completed correctly to ensure potential staff are suitable.

Well-being

People are treated with dignity and respect. People are at the centre of care planning and care delivery is based around individual needs and goals. People are given information about the service and are kept fully informed of any changes to their care delivery. Care staff continuity is good and promotes consistent care. Care staff are patient, polite and treat people with kindness when delivering care. People's views are sought as part of Quality assurance monitoring, and the RI visits the service regularly. There are policies and procedures in place for the smooth operation of the service. Complaints to the service are taken seriously and dealt with Effectively.

People receive the right care without delay. People are happy with their care and speak positively about the care staff who support them. Care documentation is thorough, robust and supported by risk assessments and further information where required. Documents are kept under review and updated when necessary. Since the last inspection care staff training has been increased to ensure that all care staff have the required skills and knowledge. Care staff are happy working at the service and feel they have enough time to complete their care calls effectively. All staff receive a formal supervision regularly and can access support in between if required.

People are protected from abuse and harm. Q-Care Cardiff and the Vale of Glamorgan has a robust safeguarding policy in place and all staff attend training in safeguarding adults at risk of abuse. Safeguarding referrals are made to the Local Authority when required and monitored closely by the RI and senior management. Notifications are made to Care Inspectorate Wales when required. Care staff recruitment is safe 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. All care staff are registered or in the process of registering with Social Care Wales, the workforce regulator.

Care and Support

People get the right care at the right time. Care staff continuity is good and has enabled people to build good relationships with the care staff who support them. Care staff continuity is also important as it ensures care is always provided in people's preferred way. Care documentation outlines people's needs and how they should be met but also includes details of what people can do independently. These documents are important as they guide care staff on how to care for people correctly. There are risk assessments in place where required and all documents are reviewed regularly to ensure they remain accurate. People told us that they are happy with the care they receive and spoke fondly about the care staff. One person said, "*the care is excellent, there is nothing they won't do for you*" and another person said, "*I have no issues at all with the care*". Improvements have been made since the last inspection to ensure that all care staff are able to meet people's needs correctly. Care staff rota's evidence that care staff have sufficient travel time between consecutive care calls which ensures that people's care is not rushed or allotted time cut short.

People can be assured they have choice and control. An assessment of people's needs takes place prior to the service commencing to ensure needs can be met correctly. Care calls times are agreed in advance and where available people are given the opportunity to access the 'your choice' initiative. This gives people more autonomy over their assessed care hours as they can decide how and when they use the hours. People's likes, dislikes and preferences on how care is delivered is added to personal plans along with people's individual goals and well-being outcomes. People told us that care staff are "*polite, helpful and respectful*" when in their homes and delivering their care. One person said, "*they (care staff) do everything I need and more*". People told us that they are kept informed of any changes and if care staff are running late, they are informed in advance.

Leadership and Management

People benefit from the leadership and management in place. Q-Care Cardiff and the Vale of Glamorgan is operated as two separate geographical footprints and both benefit from a manager who is registered with Social Care Wales, the workforce regulator. The RI has good oversight of the service and visits inline with regulatory requirements. The RI produces reports to support the visits and evidence the oversight. There are policies and procedures in place for the running of the service and to guide care staff on what is expected of them. People are given detailed information about the service they can expect to receive which includes details of how to complain if they are unhappy with the service they receive. The managers understand legal requirements of caring for vulnerable people and they make referrals to the Local Authority safeguarding team when required. The provider ensures that they notify Care Inspectorate Wales of any reportable incidents as set out in the regulations. The organisations statement of purpose is kept under review and updated when required. This document is important as it sets out who care can be provided to, how, where and when.

Care staff are very well supported and recruited safely. Care staff attend training appropriate to the roles they undertake and feel well equipped to do their jobs. Since the last inspection care staff have attended additional training to ensure they have the skills and knowledge required to care for people correctly. Care staff receive formal supervision in line with regulatory requirements and feel well supported by the management team. Supervision is important as it is an opportunity to develop staff and address any practice issues or needs, they may have. Care staff we spoke with told us that they are happy working at the service and have no issues. One staff member said, *“it’s a great place to work and I recommend them to anyone who wants to work in care”*, another said, *“I am very happy, they are a really good organisation”*. We examined a selection of care staff personnel files and found that they all contain required information. Pre-employment checks including DBS certificates and references are completed correctly. 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. 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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|-----|--|----------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
| 34 | Not all staff have the skills, knowledge and understanding to undertake their roles in a way that meets peoples well-being outcomes. | Achieved |

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