



## Inspection Report on

**Primacy Care Ltd**

**Sophia House  
28 Cathedral Road  
Cardiff  
CF11 9LJ**

## **Date Inspection Completed**

10/05/2024

**Welsh Government © Crown copyright 2024.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Primacy Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Primacy Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	20 March 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

Primacy Care provides excellent care and support to people in their own homes, some of whom live with dementia or a mental health illness. Dignified and respectful support is provided by highly trained care workers. Personal plans are up to date, providing clear guidance as to how the person would like to receive support. This is kept under review. People are supported to achieve positive outcomes, with the service successfully supporting people in the way that is unique to the individual.

A strong manager ensures systems are followed with clear aims to provide quality care. Good employment systems are in place with improved training and monitoring of care workers. Care workers are valued, supported, and shown recognition for their care through reward schemes. The service has improved the monitoring of timing of calls. All aspects of the service are run smoothly with a stable administrative team supporting the manager and care workers.

The provider is the responsible individual (RI). They are involved in the management of the service and extremely supportive of all staff. They continually consider the quality of care and demand high standards, always leading by example with a 'how can we help?' approach. The RI and manager effectively monitor and improve the service, being led by people and their needs.

## Well-being

People understand what care and support is available to them. The service provides details of what to expect from the service, contact details and a copy of the personal plan in people's own homes. Before a person receives a service, a senior member of staff visits them where possible, to consult on how and when they would like their care delivered. People have time to ask questions so they can be clear regarding their expectations. People are assisted to access further information and support, including social and health care professional support. Most people know who will be coming to provide their care, and when. The provider ensures people have details about how to raise a concern, but people report that any issues raised are addressed immediately.

The provider supports people to stay as healthy and as active as possible. Care workers have suitable training to raise their awareness around health needs, and how to support people with these. Care workers effectively support people with nutrition and fluid needs, offering and recording choices. Medication systems are safe and care workers follow procedures to ensure accurate recording of this, promoting independence with this if the person is able. The service understands and supports people's individual needs, such as helping to undertake daily physiotherapy exercises. Exceptional care is provided when people are towards the end of their life, helping people to maintain good skin condition, referring to health professionals to ensure any pain is managed.

People feel they belong. The provider fosters a culture of care and inclusivity, making sure that everyone feels valued and supported, including all members of staff. People form strong working relationships with their care workers, and though there may be newer faces from time to time, the more experienced, familiar faces continue to provide help and support. Interactions are professional but there is a warmth and display of genuine care from care workers. People and families comment on the respect care workers have for people, and how dignified care is, helping them to feel relaxed. People and their families like that there is always someone available on the phone, with administrators showing exceptional patience and understanding. The service is highly successful in supporting people who feel lonely, isolated and anxious.

The service ensures people are protected from abuse. Care workers are checked for their suitability to work with people and receive appropriate training for their role. The service is run smoothly, and all systems followed as a basis for delivery of quality care. This is reviewed through the responsible individual as part of their legal duties.

## Care and Support

Care and support are delivered in a dignified manner. People and their relatives gave overwhelmingly positive feedback about the respectful, dignified and compassionate care they receive. Many care workers go 'above and beyond' the contractual agreements, making sure that people's emotional and mental health needs are addressed. People told us that their care workers are "A dream," "Marvellous," and "Phenomenal." The management and administration team also go 'above and beyond' to support people in the community, for example, responding immediately to phone calls helping people in crisis to manage a situation. We saw sensitive support provided to people over the phone, some of whom telephone the service numerous times each day for reassurance. All staff show extreme patience and understanding. We also saw people offered choices and supported with their decision making.

The service is exceptional in meeting people's health care needs. Personal plans give clear information to guide care workers how to support people's health needs. Daily records are detailed and clear, demonstrating the care delivered but also the extent to which the service escalates concerns, making sure relevant health professionals are involved. Care workers take immediate action if they are concerned about a person's well-being, and make sure any guidance is followed. The service is highly successful in supporting people who are towards the end of their life, with health professionals acknowledging the high standard of care provided. Care workers successfully support people to do daily physio if this is required, with measurable improvements in their abilities. Care workers have the right training and awareness to care for people they support. They follow hygiene procedures, especially when supporting people with continence care. The service has very good systems to ensure medication administration is as safe as it can be. Personal plans are regularly reviewed and updated if changes in need occur.

The service has improved call times and care delivery. The management has addressed issues raised at the previous inspection so that most calls are now within an acceptable timeframe. They have also listened to people's views and provided care workers with training around cultural awareness and cooking skills, improving the standard of support delivered. As with all domiciliary care services, continuity of staff can be difficult to provide, but the service ensures all new care workers work alongside a long term, experienced member of the team, maintaining high standards. People and/ or their relatives told us they wouldn't hesitate to contact the manager if they had any issues, but also explain how they are supported by the manager, many saying "They also look after the family." The service is responsive, with excellent communication systems.

## Leadership and Management

Oversight of the service and quality of care is good. The provider is also the responsible individual (RI) and has daily involvement with the service. They are extremely supportive of the management and care workers, driving the service with a “can do” approach. The RI and manager foster a positive culture of care, often going above and beyond as part of the care team, setting the example with demonstratable compassionate care. The provider has policies, procedures and documentation to support the service, and these are kept under review. The RI undertakes their duties to consider the quality of care and honest reports help identify where the service can amend practices in order to improve. The RI is in the process of developing interim reports to show their daily involvement with people and care workers.

The service is run smoothly. A strong, knowledgeable and experienced manager ensures systems are followed so there is a good basis for providing quality care. Improvements have been made since the last inspection around call monitoring and care worker performance. Management meetings consider outcomes of audits on a weekly basis to inform how improvements can be made. People and staff tell us the manager is approachable and helpful.

Employment processes are good and care workers feel valued and supported. The service ensures care workers are fit to work with people who may be in a vulnerable situation, with strong pre-employment processes and ongoing checks. When care workers use their own vehicle in the community, evidence is kept on file to show the vehicle and insurance is suitable for this. The service supports care workers throughout their employment, encouraging them to progress in their career if they wish. The provider acknowledges care workers and their performance, with, for example, a ‘Carer of the Month’ scheme and gifts. Many care workers told us they feel valued and supported and one commented they appreciate “*The continuous support from management and senior staff,*” and another told us, “*The Management is always ready to listen to the staff and supports us to achieve positive results and outcomes.*”

The provider ensures care workers are trained and competent. Systems are in place to monitor care workers’ training and keep this up to date. Face to face training is provided where possible by suitably qualified trainers, and the provider goes to extreme lengths to make the training relevant and suitable to people’s needs. The service encourages care workers to undertake a qualification in care and helps them to register with the workforce regulator, Social Care Wales.

### 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
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
21	The provider is not ensuring that care and support is provided in a timely and dignified manner, and all care is delivered as per the care plan.	Achieved



### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 06/06/2024