



Inspection Report on

Care Wales Gofal Cymru

**Noyadd Wilym Lodge
Cardigan
SA43 2NH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

05/05/2022

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About Care Wales Gofal Cymru

Type of care provided	Domiciliary Support Service
Registered Provider	Care Wales (Gofal Cymru) LIMITED
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes. This is a service that provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language needs of people who use, or intend to use their service.

Summary

People who have their care from Gofal Cymru are confident of receiving reliable; friendly and skilled care from workers who are appropriately trained; supported and valued.

Care workers are led by an experienced manager who is actively involved in the service and knows people well.

There are some effective governance arrangements in place, but these need to be strengthened to ensure they are fully meeting their legal responsibilities.

Well-being

People are safe and protected from harm. Care workers know the privileged position they are in by working in people's homes and are respectful of their property. One person, however, said care workers are not always as careful as they could be. Care workers know their responsibilities to report any safeguarding concerns and are confident their managers would take the necessary measures to safeguard people.

Care workers have good relationships with the people they support. Comments include:

"I appreciate everything they do"

"They are superb" and

"I can't fault them; they are always cheerful; we have a bit of banter".

Relatives spoke about how well care workers know people, describing them like being part of the family. This was corroborated by care workers who said how much they value spending time with people, chatting; holding their hand or making someone laugh.

People's needs are met by care workers who are friendly; motivated and suitably trained. Some training is overdue and this is attributable to Covid19. Care workers know people well and are able to recognise when people are unwell. They also know who to report any concerns to.

Care and Support

Paper records are maintained and one relative told us how “*excellent*” these are. We found the records to be clearly written and it is easy to obtain the information needed. People’s care and support needs are clearly set out, showing the care to be offered at each visit. There are a range of care plans and risk assessments and these are written in a person centred way which reflects the values of the service.

Daily entries are detailed and informative. We have asked the provider to ensure all records are written in a professional and objective way.

Care workers have time to write in, and read care records and find them helpful.

People are supported to ensure their physical health needs are met. Care workers are able to recognise signs of skin pressure damage and know who report any concerns to. Relatives are contacted if workers have any concerns about people. Some people have care from other agencies and health care professionals and care workers describe their relationships with them as good.

The service is reliable. No visits have been missed. Some people said that occasionally care workers are a few minutes late but no more than that. Care workers have enough travel time built in to their rota and most people live in a small radius of each other. Managers carry out visits if necessary and have an on-call rota to provide support to care workers outside normal working hours. Some people said they would prefer to see the same care workers. The rotas do, however, show a high level of continuity.

Care workers are flexible which is reflective of the person centred approach and values of the service. One relative told us how additional support was put in place at very short notice and others told us care workers pick up shopping and also help with other jobs to help the person’s overall well-being.

Environment

This is not routinely considered as part of inspections to Domiciliary Care Agencies. However we noted the offices are clean, well maintained and there is space for manager to meet with staff in private.

Environmental risk assessments are carried out on people's home to ensure they are safe for both the care worker and the person and to consider if further assessment is needed for any adaptations.

Leadership and Management

There are some robust governance arrangements for monitoring quality. The quality assurance report shows people are wholly satisfied with the service they receive. Comments include *“The quality of care X receives is excellent, the carers do everything they can to ensure X is happy and comfortable”* and another said *“I’m treated with utmost respect and feel comfortable with all the carers”*.

The quality report does not provide evidence the views of care workers and others has been considered. There is, however, a report showing the outcomes of a staff survey which has been carried out. The results of this show the majority of workers are either happy or very happy in their role.

The provider needs to make sure they are meeting the requirements of Regulations 73 and 80 to ensure they are fully compliant.

Care workers are appointed following a safe recruitment process. Staff files contain the information needed. Files are generally easy to navigate but they do contain a lot of old and out of date information. The manager is going to consider ways to ensure current information is easily accessible.

Supervision is carried out and care workers receive feedback on their work. Such feedback includes *“Y is still delivering a high standard of care”* and *“goes up and above to make sure XX has the care they need”*. Records show supervision is not always carried out every three months as set out as a regulatory requirement. As well as one to one supervision, care workers are observed by a senior worker to ensure they are carrying out their duties to the required standard. Care workers feel well supported and are able to speak to their managers about any concerns or ideas they have.

Training is a priority for the service. Care workers consider they have the training needed to enable them to effectively and safely carry out their duties. Staff files indicate training has been completed in a range of areas including stroke and wound care. This is not always reflected in the training matrix. We have asked the provider to consider additional and specialist training to meet the needs of people living with conditions such as Parkinsons.

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

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