



Inspection Report on

Heritage Healthcare Cardiff

**18 Cardiff Road
Taffs Well
Cardiff
CF15 7RE**

Date Inspection Completed

22/01/2025

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About Heritage Healthcare Cardiff

| | |
|---|--|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Jameela Healthcare PVT Limited |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 05 June 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

The service delivers exceptional personalised care through comprehensive assessments and detailed personal plans, regularly consulting with individuals to incorporate their views. Staff are matched based on individuals' needs, and where possible, services are offered in preferred languages, respecting individual cultural backgrounds. Risks are accurately assessed and managed to protect people from harm. Medication is administered safely by competent staff. People's health is closely monitored, with any concerns promptly addressed to ensure their well-being is maintained. The service consistently follows best practices to ensure a high standard of care, enhancing the overall well-being and satisfaction of those it serves. It fosters inclusion by encouraging participation in socialise events. Staff go beyond their duties, often offering kind gestures that further enrich the care experience.

The Responsible Individual (RI) and the management team are highly effective, driving innovation and change while openly sharing their knowledge with outside agencies. High satisfaction is reported by both the people using the service and the staff, who feel heard and supported. The staff are well-trained, motivated, and passionate about their roles. The service recognises hard work and commitment, placing people at the heart of everything they do and creating a positive and inclusive environment that consistently exceeds expectations.

Well-being

People and their representatives feel included and heard. The service provides clear information on what people can expect, ensuring they are involved in developing their personal plans to meet their needs and preferences. Regular well-being reviews are conducted, and people are assisted in accessing other professional agencies and support. The (RI) actively seeks feedback to keep people at the heart of the service as part of continual improvement of the service. Internal feedback is positive and complimentary, with people and their representatives describing the service as always *"Highly reliable"* and *"Responsive."* People felt confident raising concerns, assured that they would be addressed. Specific care requests are respected and met where possible making individuals feel heard by both staff and management, leading to positive outcomes.

The service encourages health and activity, with well-trained care staff who attentively monitor people's conditions and know when to act. Daily care records accurately document support and report any health changes. Medication systems are safe, with procedures in place to ensure accurate records and promote independence whenever possible. The service collaborates excellently with health professionals, especially for end-of-life care at home, which families deeply appreciate. We also noted various other examples of how staff support has improved people's lives and independence. This exceptional support leads to positive outcomes.

The provider takes steps to protect people from abuse and neglect. Staff suitability is thoroughly checked, and they receive training to recognise and report abuse. Safeguarding matters, and incidents are properly reported and handled. Risks are adequately assessed and mitigated to protect individuals. Infection control is managed effectively. The service is well-managed with excellent oversight by the RI and management team, ensuring the smooth operation and adherence to safety systems. This comprehensive approach leads to safe and effective care, enhancing people's overall well-being.

The service creates a sense of belonging by promoting a culture of care and inclusivity, ensuring everyone feels supported and valued. People know the staff well, often developing strong friendships and describing them as *"Like family."* The diverse staff team is matched to people's preferred languages, improving communication and relationships. Social events and gatherings help engage people, develop friendships, and support those who may feel isolated or anxious. People describe the staff as professional, caring, respectful, and genuinely compassionate. They feel *"Comfortable and safe,"* and relatives praise the staff's excellence and kind gestures, which ease their caring roles and provide peace of mind. Both people and their relatives feel included and informed of any changes. The service is responsive and always available to help, with management described as *"Exceptional."* This leads to positive outcomes, enhancing the well-being and satisfaction of all involved.

Care and Support

People have shared the staff consistently provide effective care, positively impacting their lives and celebrating their achievements and milestones. The dedication of the management and staff, through kind gestures and exceptional support, has consistently exceeded people's expectations. The service promotes education and inclusion by celebrating all festivals and inviting people, and their primary carers to join community fundraising events, coffee mornings and key celebrations. Staff go beyond their roles to support these initiatives, fostering new experiences and positive outcomes. We received overwhelming praise with people describing the care as *"Excellent"* and *"Exceptional"*.

The assessment process identifies people's preferred language and cultural background. Staff are matched to people based on these preferences, significantly enhancing communication and fostering stronger relationships. This approach promotes a deeper understanding and respect for individuals' cultural norms, fostering a more inclusive and supportive environment. We noted numerous instances of the service actively celebrating and raising awareness of diverse cultures and traditions. A person shared that they hosted a henna party, which everyone embraced and enjoyed, celebrating cultural heritage and traditions. Currently, there are no people using the service who speak Welsh, but there is a care worker who communicates in Welsh. The service can also provide all key informational documents in both Welsh and English.

The service demonstrates excellence through comprehensive and personalised care. People are informed about what they can expect, and this is consistently delivered. Personal plans are developed with consultation from the individuals, ensuring they are at the centre of their care. These plans are detailed, with risks assessed to guide staff on providing safe support while respecting preferences. The service and staff go above and beyond to tailor care to individuals, promoting choice and independence. The service supports people with regular well-being checks, guiding them with additional information about other services if this is needed. Personal plans are regularly reviewed with input from people and their representatives to reflect any changes.

The service maintains robust oversight and has a comprehensive understanding of how to ensure people's safety and well-being. Effective systems monitor health, well-being, and safety, including environmental risk assessments. Incidents and accidents are accurately recorded, with prompt action taken when necessary. Safeguarding issues are actively reported and investigated. The medication policy is regularly reviewed, and competent staff ensure accurate medication administration. One person noted, *"I feel assured by the way they manage and monitor my medication."* The service collaborates effectively with local agencies and healthcare services to support people in remaining in their own homes. Personalised health passports are developed for emergency services, enhancing communication and ensuring tailored care. Staff are well-trained in infection control and health and safety, consistently applying best practices.

Leadership and Management

The management team clearly understands their roles and responsibilities, fostering a person-centred ethos that promotes positive outcomes. The RI and manager are committed to setting high standards and pushing boundaries, making them leaders in the sector. They share their knowledge with other providers, earning commendations for their support and guidance. The RI maintains excellent oversight through visits to the service and listens to care staff to help drive improvements. Robust audit systems ensure quality and safety, proactively identifying and addressing any shortfalls. The manager reports feeling consistently supported by the RI. Both staff and people using the service feel confident raising concerns, assured that issues will be quickly addressed. The service is described as *"Responsive,"* with *"Excellent leadership"*. Feedback from people and staff is overwhelmingly positive, with high satisfaction rates.

The service is successful in organising consistent, reliable care. Travel time between calls ensure staff do not feel rushed. Calls are well-organised and scheduled to ensure continuity of care, with people appreciating the consistency and reliability of the service. People told us, *"I like the continuity of staff as this matters to me,"* and *"Staff are punctual."* Staff members have a profile detailing their skills, experience, and hobbies, which are matched to individuals' specific conditions, needs, and interests. People feel *"Valued"* and *"Understood"* by the staff.

The provider has very effective recruitment and training systems. Staff recruitment is thorough, with all necessary vetting checks in place ensuring the protection and safety of individuals. The service employs a dedicated, motivated trainer who works alongside staff to align their practices with training. Care staff undergo a comprehensive induction program with face-to-face and online sessions, which they find highly valuable. Regular training updates maintain and enhance skills and knowledge. The provider invests in champion roles, offering specialised training in specific areas. This is shared with the rest of the staff to ensure high standards of care in areas such as dementia, moving and handling, medication, and safeguarding. People consistently told us they feel comfortable and safe, assured by the staff's understanding of their needs.

Care staff are highly valued and supported contributing to staff retention. The opportunities for staff to shadow experienced colleagues help them understand individuals' needs and preferences. Regular supervision and appraisals provide ongoing chances to discuss issues and reflect on professional development. The supportive environment, prioritising work-life balance, motivates all staff to work at Heritage Healthcare. Care staff feel valued and recognised through support, signposting to external support groups, carers week celebrations, carers awards, and inclusion/well-being events. Most staff have completed qualifications for their roles, and the service provider encourages further qualifications to build a highly skilled workforce and promote career progression. All staff are registered with the workforce regulator. The excellent staff retention results in consistent, high-quality care and strong relationships, enhancing the well-being and satisfaction of those receiving care.

| 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.

| Area(s) for Improvement | | |
|-------------------------|---|--------|
| Regulation | Summary | Status |
| N/A | No non-compliance of this type was identified at this | N/A |

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