



Inspection Report on

Heritage Healthcare Cardiff

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

Date Inspection Completed

05/06/2023

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About Heritage Healthcare Cardiff

Type of care provided	Domiciliary Support Service
Registered Provider	Jameela Healthcare PVT Limited
Registered places	
Language of the service	English
Previous Care Inspectorate Wales inspection	14 May 2019
Does this service provide the Welsh Language active offer?	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 respected and their contribution is important to Heritage Healthcare. People and their representatives feel that the quality of care and support is exceptional. The staff are dedicated and we saw examples of the care staff going above expectations to deliver high-quality person-centred care. Services are tailored to meet the needs of people and delivered in a way that promotes choice and independence. People contribute to their personal plan to ensure their outcomes and preferences are known and catered for. People receive medication at the right time that helps to maintain their health and well-being. The service retains staff well, which provides continuity and consistency of care which people like.

The leadership and management of the service is very strong and effective to consistently deliver a very high quality of service. Staff are highly trained and supported in their role. There are robust quality assurance systems in place for the Responsible Individual (RI) to regularly review the performance of the service. The management and staff are committed to embed good outcomes. People using the service described the management team as *“Excellent and always available to help”*. The staff would recommend the service to a friend as *“They know first-hand the quality of training given to staff and the high-quality care people receive”*.

Well-being

People are at the heart of the service and their views are heard. People's personal plans are designed with the individual's contribution for their preferences to be known. People are supported in creative ways to continue to achieve their outcomes and have new experiences. People contribute to regular reviews of their care to keep information up to date. The service has worked closely with Healthcare Services to develop health profiles for people using the service which contains key information about their health care and support needs. This is a quick reference for health professionals in an emergency. The service looks for creative ways to engage with people to include them in events that may be of interest and promote a sense of inclusion.

People's personal outcomes are consistently met to an excellent standard. Care staff are highly committed and motivated which reflects in their work. People using the service and their representatives spoke exceptionally highly about the management and staff. They all felt the standard of care and support was consistently exemplary. Staff also believe they provide excellent care as they are matched with the needs of people and their skill set. Staff feel recognised and valued. Staff are highly trained to understand the needs of people they support. People receive consistency and continuity of care as the same staff are allocated which enables them to develop relationships based on trust. Calls are well planned and records show people receive the right care when they want.

People benefit from outstanding leadership at Heritage Healthcare. People using the service and their representatives, describe the management as excellent and communicative which helps people feel in control and well-informed. The RI regularly visits the service and reviews the performance of the service to ensure the quality of the service is sustained and embedded. The RI and Manager demonstrate creative thinking to develop innovative ways to further enhance the service. The manager is empowered to make decisions and receives regular support from the RI. Staff are well supported in their role. Staff are exceptionally complementary about working for the company. and they told us *'There is fairness as well as incentives to recognise our hard work and achievements'*.

Care and Support

Heritage Healthcare provides an exceptionally caring and responsive service. People and their relatives are all highly complementary about their experiences which are well above their expectations. People described *“the management and staff professionalism are of the highest standard”* and *“These are angels in tunics, my mother feels completely in safe hands”*. We saw highly creative examples where the service has engaged with people using the service and the local communities to arrange fund raising coffee mornings and special events to raise awareness, share experiences and improve inclusion. These have proven to be highly successful and of particular benefit to people who are at risk of social isolation.

People's needs are assessed before the service commences, to confirm whether they can meet the person's needs safely and effectively. People are provided with the quality of support they need through a service designed in consultation with them. People told us that they could decide what level of support they wanted and their preferences were always respected. The person is at the heart of their personal plan and outcomes are agreed to enable to promote people's choice, independence, and well-being. We found examples where staff had gone above and beyond to ensure people received a tailored service which significantly enhanced their life. People's personal plans consider people's diverse needs and lifestyle choices. Risks to people are assessed and management plans guide staff on how to assist people safely and encourage their independence. Regular reviews take place to keep information updated and outcomes are reflected upon. People, or their representatives are consistently given the opportunity to share their views and preferences through face-to-face review meetings. A person told us, *“I receive an excellent level of support and now able to walk and remain independent”* and *“The service truly gives us piece of mind that our loved one is safe and so well cared for”*. We found the care staff and manager knew all of the people who used the service remarkably well.

The service works exceptionally well with other local agencies and healthcare services. They have innovatively created individualised passports, which detail key health and support information that emergency services and health care settings can quickly familiarise themselves with to support people in ways they prefer. There are plans in place to further develop the collaborative links with healthcare and people using the service, which is highly creative to improve communication links and provide a tailored health and social care service.

People receive medication at the right time. There is a medication policy in place which staff follow. All staff are adequately trained to administer medication and their competency is regularly assessed. Medication administration records (MARS) show people receive the right medication at regular intervals. Staff supported people with their medicines in a way that respects their independence and achieved positive health outcomes. There are regular audits taking place which shows good and consistent management of medication and practice.

People's calls are well planned for, and there are sufficient numbers of staff employed to provide a flexible and responsive service. Call times are consistent and where possible the same staff are allocated. Staff are matched based on their skill, expertise, and the

individual's preferences. We found no missed calls and staff stay for the agreed times. Care staff are allocated sufficient travel time between consecutive calls and regular breaks. The management team are visible in the community and we were told they respond and help when needed.

Leadership and Management

The service provider sets very high standards of care and is consistently looking at innovative ways to further enhance the service. The governance and oversight at the service is highly effective and the RI and Manager has strong knowledge and visible leadership. The staff told us *"The RI and Manager is so good, which is why I have stayed loyal to the service"* and *"They are always so helpful and an excellent company to work for"*. We found the RI is actively involved in the service and the quality assurance arrangements in place demonstrates that the service is consistently delivering superb care to achieve people's personal outcomes. The service recognises the importance of involving people and consistently seeks their views. This is achieved through regular face to face visits to provide people with an opportunity to feel at ease and give a personal perspective. People's feedback has driven service improvements. People and their representatives we spoke with were highly complementary about the management of the service describing them as *"Communication from management is excellent and we have so much trust in them"* and *"We thank our lucky stars that Heritage Healthcare are in our life, we are so thankful"*. All people and their representatives we spoke with told us that they *"Would not change anything"* and described the service as *'Perfect'*. The manager receives excellent support from the RI but is empowered to make decisions and drive service improvements.

The service has embedded a positive and open staff team culture. There are robust arrangements in place to recruit staff safely. New staff are welcomed to the service with a monetary voucher and a welcome/starter pack. Management is sufficiently skilled and trained to deliver many of the training courses which are face to face. All staff receive a comprehensive induction and shadow senior staff. This includes the opportunity for mentorship to ensure initial introductions take place for people they support and to enable them to have a good understanding of people's personal outcomes and preferences. All staff we spoke with felt happy working at the service and highly valued. The staff told us *"The working conditions are good, and the service supports flexible working"*. Records shows that staff are included in the development of the service and their voices are heard. Staff are given regular opportunities to meet collectively as a team and they share their experiences and learn from each other. A staff member told us *"We have discussions about changes and try new ways of working."* Records show that staff consistently receive good quality supervision that is tailored to the individual, their personal development whilst celebrating their achievements. Staff feel recognised for their work and achievements through 'carer of the month award' which they received a monetary voucher. The staff are highly skilled, motivated, and passionate about their roles and believe they deliver excellent quality of care. The office has a comfy rest area which staff can use in-between calls to take a break or receive support from the team, which they value. People's lives are enriched by staff who put people first and foremost. A person told us, *"The staff go above and beyond for my mother"* and *"Their professionalism is of the highest standard from management and a team of dedicated staff"* and *"I cannot find the correct words that recognise how much we value them, we are so thankful"*.

Policies and procedures are kept up to date with current guidance. We found that these are communicated to staff through induction, supervision, and team meetings to confirm their

understanding. There is a highly effective system in place where staff are able to access any policy via an online secure app. All staff received safeguarding training and knew how to recognise and report any concerns about people's safety and welfare, which they felt would be acted upon. Any accidents and incidents are reported and any lessons learnt are noted.

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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