Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Thistle Care (Cardiff)

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Cardiff
CF23 9AF

Date Inspection Completed

14/01/2025

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About Thistle Care (Cardiff)

Type of care provided	Domiciliary Support Service
Registered Provider	Thistle Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	30 July 2024
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the care and support they receive from this service. People's personal plans are bespoke, detailed and contain individual well-being goals. Plans are reviewed regularly and updated when needed. People are supported to access other health services when needed which promotes their health and well-being. People and their family are included in reviews, and families are updated about their relative's if their health needs change. Families spoken to told us the service provide "*Good care*" and describe care workers as "*Friendly.*"

Care workers are happy working at the service. They receive regular training and feel supported by managers at the service. Care workers told us there is "*A good environment for us as staff.*"

The responsible individual (RI) is based at the service and involved in the day-to-day running of the service. The RI has good oversight, and there are processes in place for good governance of the service.

Well-being

All people using the service have a bespoke personalised plan. These plans also set out a clear well-being goal for each personal plan in place. Each plan follows a template to ensure consistency across the service. Personalised details are added to each template to create individualised and detailed plans. People and their families are involved in the creation of personal plans. The plans include a social history as well as people's likes and preferences. This ensures people receive care in the way they like, and also provides helpful conversation starters for care workers.

All personal plans are reviewed regularly. These reviews include people, and their families if they wish. All areas of people's care are discussed and changes made to people's personal plans if needed. Any progress made towards people's well-being goals is also noted, and new goals identified when appropriate. People's choices and preferences are noted in their personal plans. We saw evidence of care workers offering people choice and supporting them with tasks important to them. People are empowered to be as independent as possible, with care workers stepping in to assist when needed. We saw evidence of referrals and contacts with other agencies. This ensures people's health and well-being is promoted and access to health services organised when needed. During our review of people's documentation, we saw people being supported to enjoy recreational activities. We also saw evidence of meaningful conversations between people and their care workers, and this is captured in recordings after each care visit.

People receive good care from this service. People told us care workers who support them are "*Very good.*" Families of people supported by the service told us care workers were "*Responsive*" and "*Very nice, cheery people.*"

There are appropriate safeguarding policies and procedures in place within the service. All staff undergo training around safeguarding and are aware of what to do should they encounter a safeguarding issue.

The service is working towards providing the Welsh Active Offer. They do this by using simple Welsh greetings where possible.

Care and Support

The service completes an initial assessment for people before they begin receiving support. This assessment identifies the person's needs, and if the service can meet these needs appropriately. Personal plans are then created which sets out how the service can meet each person's needs, and how they like to be supported. The service uses an electronic system which is used to organise and oversee areas of the service. All people using the service, their personal plans and details of what is required in each call is managed via this electronic system. All calls are planned to ensure care workers arrive on time to people they support. Travel time between calls is calculated to help care workers to keep to their schedule for the day. Of the call logs analysed as part of the inspection, we found that nearly all care workers arrived on time and stayed for the full duration of the scheduled call time.

There is a detailed task breakdown available for all care workers to follow at each call they attend. This sets out not only the task to be completed, but details of how to support each person in a way they are comfortable with. People's preferred choices for meals and drinks are documented here, and important information about how people like to be supported to take any medication is recorded. There are good processes in place to ensure safe administration of medication. This is also recorded on the electronic system. There are safety systems set up so that if a prescribed medication is not administered during a care call, an alert is raised with a manager who can explore why this is and take actions as needed. Medication Administration Record (MAR) charts are also analysed by a manager to ensure any issues are followed up with an appropriate action.

There are processes in place to ensure safe hygiene practices in place with the service. There are plentiful supplies of Personal Protective Equipment (PPE) in the office for care workers to collect when needed. Care workers undergo infection control training routinely. Expectations around the use of PPE are clear to all care workers and we saw evidence of care workers wearing PPE in the daily recording of care visits.

Leadership and Management

There are good recruitment checks in place within this service so people can be assured care workers are recruited safely. All new care workers to the service undergo a thorough induction programme which includes training relevant to the job role, and a number of shifts spent working with more experienced care workers to give them the opportunity to put their training into practice in a safe and controlled way. Care workers receive regular and meaningful supervision sessions. There is a template form used to record these meetings which includes prompts for discussion points throughout the meeting. Annual appraisals are completed when required. Care workers also undergo an unannounced spot check, whereby a senior care worker will observe their practice to ensure the standards of the service are delivered during care calls. Most care workers at the service are registered with Social Care Wales, the workforce regulator.

There are processes in place to record and act upon any complaints received by the service. Learning opportunities that can be taken from any complaints are shared among the whole service. This is done in the form of organisational memos which are shared among all staff to ensure everyone receives the latest information and updates of expectations about all areas of their work. Compliments, when received, are celebrated and shared among care workers. The service has a system in place to record and analyse accidents or incidents. This is overseen by a manager and any changes or improvements needed are implemented promptly.

All policies and procedures are reviewed regularly and updated when needed. This is done by the RI, who is based within the service's head office. The RI has good oversight of the service and is involved in the day-to-day operations. The RI completes the required quarterly visits, and six-monthly quality of care reports in a timely manner. The reports contain lots of information about the service, however, can be expanded further to include more detail about the performance of the service, and possible improvements for the future.

Care workers are very happy working at the service. The told us that managers are "*Only a phone call away if I need help with anything*." and they felt "*Very well supported.*"

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
21	People's personal plans are simplistic, task focussed and do not contain sufficient personal information. There are no wellbeing goals within people's personal plans. There is only limited reference to people's likes and preferences. Task breakdowns within personal plans do not give detailed information to care workers as how to complete each task. People are not happy with the care and support they receive. Two out of five people spoken to raised issues around manual handling. Two out of five people raised unusual behaviour from care staff regarding food preparation. One person said they had raised issues with management which didn't result in a lasting change for their relative, and not they feel unable to raise further issues with the service provider. One person	Achieved

	said they were unhappy with how they received their care and support but felt unable to share this with the service provider.	

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 inspection	N/A

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