Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Evoo Healthcare Ltd

Alexandra Gate Business Centre Ltd, 2 Alexandra Gate, Ffordd Pengam, Cardiff, CF24 2SA

02920448140

www.evoohealthcare.co.uk

The inspection visits for this service took place between 22/10/2025 and 24/10/2025

Service Information:

Operated by:	Evoo Health Care Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Evoo Healthcare provides a good standard of care and support from a well-trained and stable staff team.

‘Well-being’ is rated ‘good’ because the service supports people to live as healthily as they can. People enjoy good working relationships with their care workers, though some would like more continuity. Information is mostly available to people, and the service considers people’s wishes.

‘Care and support’ are rated ‘good’ because overall, the service provides care and support to help people achieve their outcomes. People are consulted and listened to. Person centred plans are in place, and the provider is developing these to make sure they capture what people can do for themselves.

‘Leadership and management’ are rated ‘good’ because the service provider considers the quality of care and continuity of the service. New management feels supported. Systems are in place to support monitoring. The Responsible Individual (RI) has improved their understanding of their role and is carrying out their regulatory duties.

Findings:

Well-being — Good

People mostly have the information they need and have confidence in the service and the care staff. Information is available in documents, including information about how to raise a concern. This is not always kept up to date in people's homes, but people told us they would know who to speak to if they wanted to raise an issue. One person told us there are "*No problems with communication; it's easy to contact the office,*" and another said, "*I would raise any issues with my main care worker*." People have copies of their personal plan which is regularly reviewed. Plans outline the times people are to receive their care and support. From the feedback we received, everyone was happy with their call times and the length of time care staff stayed to carry out support. One person told us "*They're good, not late, just right*," and another said "*They never missed a call. When they're going to be later than 5 or 10 minutes, they let us know*." Some people need specialist equipment to support their movement. People confirmed care staff are knowledgeable and competent when using this and fully trust them when being supported. Care staff are trained to recognise issues which may need reporting to help safeguard people. Care staff told us how they work as a team to ensure "*People are comfortable and safe in their own homes*."

The service helps people to maintain their physical health. One person told us "*I never feel rushed*," and another explained how they like their personal care and support later in the day. All personal care considers people's presentation. We heard care staff checking with people about their health, skin condition and medication needs, adapting support accordingly. People told us how they have help with application of medicated creams and medication. Care workers help people to promote good health through provision of meals when required, and encouragement with fluids. People told us they mostly see the same care workers, though some said they would prefer to see less different faces. This supports continuity of care as regular care workers can easily identify changes in people.

People are supported with their emotional health. Some care staff are outstanding, with many people identifying individual care staff who they trust and have excellent working relationships with. Some people told us how the care staff make such a difference as they like a "*Laugh and joke*," or a "C*hat about the football*." We are told care staff are "*As good as gold*," "*Cheerful*," "*Thoughtful,*" and "*Compassionate*." One relative told us how a person was unhappy with another care provider, "*But now she is always smiling, waiting for her carers to come, and she is saying they are lovely*." Some relatives comment on the consistent approach by all staff, and appreciate their flexibility, saying "*The girls are lovely, even the office staff, they are polite and change things when you need them to*."

Care & Support — Good

The service provider has good systems of documentation to support care delivery. People's views are listened to as part of consultations regarding their care and support. Additional information is gathered, and consideration is given to any apparent risks. Individualised care plans inform care workers how best to support the person, with safeguards built into the electronic recording systems to ensure all tasks are completed. The provider is considering how to improve the information to ensure it captures what people can do for themselves. Other information is detailed. Daily records show the support provided, including any medication administration. Personal plan reviews are documented but the manager is reviewing these to evidence the quality of discussions which take place. The service makes appropriate adjustment to personal plans when there are changes in the person's needs.

Personal care and support are of a high standard with care staff having a highly professional approach. We observed care staff providing dignified and respectful care and support. Care staff follow the care plans but know people well, including their likes, dislikes and interests. Care staff are attentive to details, ensuring they consult with the person about every aspect of their daily needs. We saw people consulted about their care, nutrition, fluid and medication, with care staff respecting people's wishes. People benefit from care staff who are polite, kind and caring, forming good working relationships. Many people enjoy conversations about mutual interests with their care workers, who are matched with them to support this.

People's health needs are monitored and supported. Care staff are vigilant, monitoring people's skin integrity and nutritional intake. They also notice when people are presenting unwell. Issues are escalated to ensure the right health professionals can be involved. Care staff have training to understand and support people's health needs, including some specialist training, for example, stoma care. We saw excellent support of people who have swallowing difficulties, with preventative measures followed. Infection prevention is prioritised with care staff following rigorous personal protective equipment (PPE) requirements. We were told about times when care staff and the Responsible Individual (RI) have stayed with, or visited people who have been admitted to hospital, continuing the care beyond the contracted times.

Leadership & Management — Good

The service provider considers the quality of care provided through improved oversight. A Responsible Individual (RI) has developed their knowledge to support their visits, analysis of information and reporting, and are now refining this process. There has been minimal disruption to the service due to a well-planned change of management. The new manager feels fully supported in their role and has good lines of communication with the RI daily. The manager and wider administrative team provide relevant data and analysis for consideration of the quality of care. Quality assurance systems are used to gain feedback about the service, and the RI takes action to respond to any issues arising. The RI continues to develop their understanding, working towards standardisation of policies based on current guidance. A 'statement of purpose' is kept up to date and this, alongside other documentation can be made available in Welsh. There are good communication links with external professionals with one professional commenting "*We have a good working relationship with the RI and manager. They will contact us for advice/ guidance*."

People experience good outcomes because the service provider has systems in place to monitor and manage the day-to-day operation of the service. The management team have access to systems and technical support, providing efficient and effective planning, monitoring and reviewing of care scheduling and delivery. Some elements of this are not easy to view immediately to understand patterns, but there is good communication between administrators and managers to inform of any issues. Auditing takes place to help identify any areas where development and improvement are required. While audits show 100% compliance with some activities, they do not identify issues with the quality. The manager is aware of this and working towards more quality monitoring. The manager has introduced regular team meetings to support consultation with the staff team to inform service development.

A trained and stable care staff team is vetted and supported to work with people in the community. There are strong recruitment systems, including checks to ensure care staff are fit to work with people in a vulnerable situation. Many care staff have worked for the service for a number of years. There is a focus on training, competency checks, supervision and appraisal of care staff. One staff member told us "*There is opportunity for career advancement and development,*" and others echoed this. The manager has identified improvements required around the training opportunities to support people's needs, and the quality of some meetings with care staff. These improvements are being implemented. There are suitable contracts and generous travel time allowances for care staff. All staff told us the service provider is supportive, with many commenting on the "*Friendly working environment*," "*Respect*," "*Professionalism*," and "*Fair treatment given to all*."

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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