Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Inn Care Limited

142 Penarth Road, Grangetown, Cardiff, CF11 6NJ

02920028666

inncareservices.co.uk

Date(s) of inspection visit(s):

18/07/2025, 22/07/2025

Service Information:

Operated by:	INN CARE LIMITED
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

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

Summary:

Inn Care Ltd is a domiciliary care service covering Cardiff and Vale of Glamorgan that provides care and support to people in their own homes. The service plans to support children in the future but not currently.

People experience a sense of well-being because they have control over their lives, with their preferences and opinions recognised and actively involved in decision-making. Additionally, they have formed positive relationships with the familiar and friendly care staff.

The care and support provided is good because individuals receive respectful and dignified care, with staff understanding their specific needs and routines. People's health and well-being are continuously monitored and promoted through effective communication with other professionals whenever changes occur. Robust policies and safeguarding practices further enhance overall safety and satisfaction. Importantly, people feel heard, and any concerns they raise are promptly addressed.

However, the leadership and management of the service requires improvement to ensure robust governance and oversight. This involves monitoring and evaluating the quality and safety of the service to identify and promptly address any patterns or trends. The service provider must ensure that care records are complete and accurate to guide staff effectively. Additionally, the scheduling of calls needs to improve to ensure that people receive their calls at the appropriate times. The service provider has already begun addressing the issues identified during the inspection. Care staff receive training to ensure they have the necessary skills to perform their roles effectively. They feel well-supported and valued in their roles.

Findings:

Well-being — Good

People have control over their lives, with their preferences and opinions acknowledged. They can access clear information about the services available, helping them decide on its suitability. Personal plans are co-produced with individuals to ensure they feel included, and their preferences are known. Regular contact with the service ensures people are actively involved in decision-making that affects them. The service highly values people's views, actively seeking feedback through surveys and taking steps to improve based on this input. Advocacy is accessible upon request, giving people a sense of empowerment.

People are safeguarded from abuse and neglect, fostering a culture of openness where both individuals and their relatives feel confident that any concerns will be addressed. Records indicate that concerns are formally responded to, ensuring prompt resolution and lessons learned. People describe the carers as *"polite, caring, and respectful,"* while staff express a sense of camaraderie, saying, *"we are like a family."* Safeguarding matters are appropriately reported, and care staff are trained to understand how to report any concerns. Procedures are in place for the management of medicines, promoting healthy living. Although records show that most medication is administered at the right time, the accuracy of these records needs improvement. Risks are assessed, but there are not always plans in place to guide care staff in recognising signs and symptoms to act.

People develop healthy relationships and actively engage with the community. Efforts are made to match care staff with individuals to build trust-based relationships. People mentioned that they know the staff well, who are always polite and helpful. The continuity of care is highly valued, and people would recommend the service to others, describing the care as consistently good. They maintain community links and connections, while care staff express a strong commitment to the service and to providing high-quality care.

People are supported by skilled staff, who have a good understanding of their individual needs and preferences. The care staff are well trained and understand the needs and conditions of people they support. The staff described the service as a positive working environment with great teamwork and would recommend the care and support to family and friends.

Care & Support — Good

People have shared that the care staff have a sound understanding of their needs and preferences. Whenever possible, the same care team supports individuals, ensuring continuity of care that is highly valued. They have built strong relationships with the care staff and look forward to their visits. One person shared, *"I always have the same staff, and they know exactly what I need; it just works."* Another person mentioned, *"We have lots of laughs."* Overall, people and their representatives are very happy with the service they receive, which helps them live as independently as possible in their own homes.

The service provider ensures that the service aligns with people's care and support needs by evaluating its suitability. Although people and their relatives actively participate in developing personal plans, these plans often lack personalisation. The service provider assesses most risks and takes steps to mitigate them, with these documents being crucial for guiding care staff and promoting independence. Regular reviews of personal plans are conducted with people to ensure their views are sought and changes are made to their care. However, this process sometimes misses the opportunity to ensure that some personal plans and risk assessments are accurate and up-to-date, especially when changes occur.

People are supported to maintain their health and well-being. Strong partnerships with professionals and effective communication ensure prompt and appropriate referrals when changes in health and well-being occur. A robust medication policy is in place, with staff trained in medication administration and their competency regularly assessed. While medication is generally administered correctly, the manager needs to address issues with the completeness of the medication administration chart to ensure it is factually accurate. These measures collectively enhance the safety and well-being of individuals, ensuring their needs are met efficiently and effectively.

People are protected from harm and abuse. Pre-assessments are conducted in people's homes before the service commencement date to ensure that any risks and hazards are identified and mitigated. Incidents, accidents, or events are actively reported, and actions are taken to protect individuals from harm. Safeguarding concerns are appropriately reported, and the service learns from these incidents. All staff have received safeguarding training and recognise the different types of abuse and how to report any concerns. People know how to raise a complaint and feel confident in the management's ability to address their concerns, which reinforces their trust in the service.

Hygiene practices are monitored and maintained to minimise the risk of infection. Staff receive comprehensive training in infection control, ensuring they understand the risks and proper procedures. They have easy access to ample supplies of Personal Protective Equipment (PPE) and are diligent about its safe disposal. Additionally, staff are trained in food safety and handling. Regular spot checks by office staff ensure compliance and adherence to best practices. These measures collectively keep people safe and significantly reduce the risk of spreading infections.

Leadership & Management Requires Improvement

The RI regularly visits the service and consults people's views. They produce a quality-of-care report to review and evaluate the service's quality and safety. Although the report was generally positive, it failed to identify key issues affecting the service. The lack of auditing in critical areas such as medication, call monitoring, and personal plans/risk assessments has led to repeated issues, which can significantly compromise people's care and increase risk. We noted instances when key care records were incomplete, inaccurate, and sometimes illegible. The service leaders show commitment and integrity assuring us that steps will be taken to address the monitoring failures and completeness of records; we expect the provider to make these improvements. We expect the provider to make these improvements to ensure people's well-being is not compromised.

The management team is highly visible and deeply committed to the service. The quality of care and support provided has received numerous compliments. Concerns are promptly addressed, ensuring that people feel heard and valued. Staff report excellent communication and teamwork between office and care staff. People using the service, their representatives, and care staff have confidence in the leadership. The manager feels well-supported by the service provider, fostering an open and supportive culture.

People receive the right care, but not always at the right time. The service uses an electronic system to monitor call times and punctuality, but records show inconsistencies with early and late calls that have not been effectively addressed. Delays to planned times are not always communicated, leading to varied experiences for people. Some people mentioned that care staff often rush to travel to the next call, potentially compromising people’s well-being and safety. This issue arises because staff rotas do not allocate travel time between calls, causing care staff to either leave early for the next appointment or run late. There is a lack of call monitoring and auditing to ensure people receive reliable and timely care. Although this area was successfully addressed at the last inspection, it has not been sustained. The service provider is committed to resolving these issues, and we expect improvements in this area.

People can trust that care staff are well-supported and trained in their roles. The service provider conducts thorough recruitment and vetting checks to ensure staff are suitable and safe for employment. Care staff receive comprehensive induction and refresher training to understand the specific needs and conditions of the people they support. They rate their training opportunities as excellent, stating that it boosts their *“confidence and capability.”* They also value the opportunity to

shadow experienced care workers to learn about people's routines and preferences, although this was not always provided, according to feedback from people. Care staff expressed their satisfaction, stating, *“The office listens to me,”* and “*The management is highly supportive and helpful.”* Records show that staff receive regular supervision, appraisals, and spot checks to ensure they receive the necessary support and can reflect on their professional practice to embed good practices. The service provider has introduced innovative incentives, including monetary rewards, transport, and support for emotional and psychological needs, to enhance staff health and well-being. These measures make care staff feel valued and motivated in their work. There are arrangements in place to ensure care staff achieve their recognised qualification in health and social care and register with the workforce regulator.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The current auditing systems for monitoring the service and identifying necessary improvements are ineffective. These systems are essential for evaluating service quality and taking appropriate action when needed.	18/07/25
The service provider failed to establish safe arrangements to ensure that key care records and medication administration records are complete, detailed, legible, and accurate.	18/07/25
Care staff have not been allocated travel time, which is essential to ensure continuity and reliability for people receiving care.	18/07/25

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

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