Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cera Care Gwent

Suite 1, Valleys Innovation Centre, Navigation Park, Mountain Ash, CF45 4SN

03334343094

www.ceracare.co.uk

Date(s) of inspection visit(s):

01/07/2025, 02/07/2025

Service Information:

Operated by:	Cera Care Operations Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Cera Care provide domiciliary care and support to people in their own homes, and in two extra care schemes, in the Gwent area. This support enables people to stay in their own homes, as independently as possible.

People's wellbeing outcomes are good because care staff listen to their requests and try to accommodate their preferences where possible. Care and support is delivered in a warm and friendly way.

Care staff having access to relevant documentation and implementing guidance from other professionals enables people to have good care and support outcomes.

The leadership and management at the service is good because the manager is a stable and consistent presence in the service, and there is oversight by a nominated person whilst a permanent Responsible Individual (RI) is being appointed.

Findings:

Well-being — Good

People live healthily and safely. People told us they are happy and receive good levels of care and support from staff they are familiar with. People have information available to them regarding the service, such as an out-of-hours contact number and information on how to make a complaint. People, and their representatives, are involved in their regular reviews of personal plans. The service is flexible to meet people's needs and they are mostly kept up-to-date on any changes regarding their care calls.

People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. Personal plans contain sufficient information for care staff to be aware of people's preferences and routines. If people have mental capacity to take risks of their choosing, this is respected and recorded in risk assessments and personal plans.

People are supported to maintain their physical and mental health, and emotional well-being. People are referred for appropriate care and treatment at the right time and recommendations for care and treatment by other professionals are carried out as directed. Care staff and office staff liaise with relatives/representatives when there are concerns about people's health or contact medical professionals themselves when there is no relative available. Consistency in the team of care staff enable them to become familiar with people, and more quickly identify if there are changes in their mood, health or behaviour.

People are safeguarded from abuse and neglect. Care staff and managers complete safeguarding training, and policies are available to guide staff. Care staff report confidence in their line management and if they were to report a concern it would be appropriately responded to and referred on if needed.

Care & Support — Good

Feedback from people receiving care and support from Cera Care is positive. They told us: *"I like the staff here, the girls are good"*, *"I feel like I'm being listened to. I know I can speak to [field care supervisor] if I need to. I love it here and that's down to the staff team"*.

The provider gathers useful information from professionals and others already involved in people's care and support. They talk to people themselves about their needs and preferences where possible. Personal plans contain all the required information about people's routines, the tasks they require support with, and any specific approaches or equipment that is needed to ensure the care and support is as safe and effective as possible. Advice and guidance from other professionals, such as manual handling plans from Occupational Therapists, are included in people's care records as reference for care staff whenever needed.

People are encouraged to contribute to the regular review of their personal plans, along with relevant representatives and plans are updated as changes in their needs or preferences occur. These reviews are completed on a routine three monthly basis for people living in the community but have only just been implemented for those living in the extra care schemes. The manager reassured us that these will be routinely completed moving forwards. Any changes to plans can be flagged and accessed by care staff via the electronic care management system.

Notes from each care call are uploaded by care staff at the time of the call. Alerts can be set for anything that may need to be remembered or monitored in future calls or on future days. For the people who have Cera Care care staff administer their medication, they receive it as prescribed in accordance with national guidelines and the service provider's medication policy. Medication is stored safely in people's homes and care staff use an electronic system to record when medication has been administered. The manager completes monthly medication audits and sets actions to minimise future errors.

Leadership & Management — Good

Cera Care recently took over the care and support provided by another care provider in two extra care schemes in the Gwent area. Many care staff in these schemes transferred over to Cera Care employment. At the time of the inspection, the care co-ordinator and field care supervisor from the community team were also overseeing the extra care schemes. They are doing this successfully but the workload is not sustainable long-term. We were reassured by the manager this was a temporary measure until a senior staff team is stabilised in the extra care schemes.

Feedback from care staff about working for Cera Care is positive. They told us: *"we're working well as a team, we cover any gaps so there are not late or missed calls, I like the way the team runs here"* and *"[care co-ordinator] is very present, which is really helpful. They're out speaking with people and have got to know them well"*.

Permanent staff undergo routine and regular checks to ensure they remain suitably fit to work in the service. Staff personnel files we sampled contained all the required recruitment information and checks. All care staff are currently working with a current Disclosure and Barring (DBS) check. Not all care staff are currently registered with Social Care Wales, the workforce regulator, however the manager advised this is something he is making progress on.

Staff training is monitored by managers and leadership in the service. Care staff are up to date with their training, which combines both e-learning and face to faces training courses and refreshers. Care staff working in the community have regular one-to-one supervision sessions with their line manager. These take the form of formal supervision sessions, practice observations and medication competency checks, with discussions with care staff around the work observed. Care staff working in extra care schemes have not had regular supervision up until the time of this inspection, however this is something that has been scheduled in moving forwards.

Care time is sufficient to meet personal plans. Work is being done to analyse the occasions when carers are not punctual for their calls, and what actions can be taken to minimise the frequency of this.

There are effective quality monitoring systems including audits of care and support provided, visits to the service by the nominated person, and feedback from people and staff. Quarterly monitoring visits analyse data from audits and quality assurance checks and combines these with feedback to

evidence what is going well in the service and what actions are required to improve areas that need developing. There is currently no registered RI at the service. At the time of this inspection this was not having an impact on service delivery, but requires attention by the Service Provider to ensure a suitable person submits an application for the role.

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.

Welsh Government © Crown copyright 2025.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.