Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Active Care Group - Cardiff and Vale

117 Mercury House
Waterloo Road
London
SE1 8UL

Date Inspection Completed

14/10/2024

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About Active Care Group - Cardiff and Vale

Type of care provided	Domiciliary Support Service
Registered Provider	Staff Management Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	27 July 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Active Care provides people with support in their own homes. People are happy with the service provided. People are well-supported and are encouraged to remain as independent as possible, for as long as possible. Continuity of care has improved since the last inspection, meaning people are supported by familiar care workers who know them well. Care workers are dedicated to their roles and treat people with kindness and respect. Personal plans and risk assessments are robust and co-produced with people on an ongoing basis. People are supported to achieve well-being outcomes to improve their emotional and physical well-being. Robust governance and quality arrangements provide management and the responsible individual (RI) with good oversight of the service provided. People are regularly asked for their feedback which is used to improve the service. People are supported by staff who are safely recruited and well-trained. Care workers offered mostly positive feedback but told us they do not always receive regular supervision. This has been identified as an area for improvement.

Well-being

People have choice and control over their day to day lives. Care packages are designed around people to promote their independence and well-being as much as possible. A detailed service user guide helps people understand what opportunities are available to them and how the service can best support them to achieve their goals. People are encouraged to learn and develop to their full potential and do the things that matter to them. People's religious and spiritual needs are considered and met.

People are listened to, and their individual circumstances are considered. Personal plans are robust and consider people's all-around well-being needs. People are encouraged to speak for themselves and contribute to the decisions that affect their lives. Feedback is regularly sought from people to make sure they are happy with their support workers and care package. This feedback is used to improve people's quality of lives and care packages, when needed. People's representatives are involved in their care, where appropriate, and people are encouraged to engage in healthy relationships.

People are supported to stay happy and healthy. Emotional and physical well-being needs are comprehensively outlined in personal plans and risk assessments. Important information is highlighted to draw attention to it, ensuring care workers are familiar with people's critical needs and risks. Realistic and person-centred well-being goals are devised to help people develop skills and become more independent. This helps people improve their emotional and physical well-being.

People are safe from harm and abuse. A comprehensive safeguarding policy and robust safeguarding protocols help to keep people safe. People's support workers and managers regularly ask them if they have any worries or concerns. People are given written guidance explaining their right to complain. Care workers are safely recruited to ensure they have the right character and skills for their roles. Care workers undergo core training to make sure they can perform their duties safely and effectively.

Care and Support

People are treated with dignity and respect by dedicated care workers. Improved staffing arrangements have had a positive impact on people's continuity of care. This means people are supported by familiar care workers who know them well. People are regularly asked if they are happy with their care workers and if any changes or improvements are needed. This feedback has been positive.

People's personal plans are robust. Personal plans are co-produced with people and written from their perspective. Personal plans offer social histories of people, as well as their main likes and dislikes, what is meaningful to them, and their aspirations. This is important so that care workers can get a sense of who the person is and what is most important to them so they can achieve well-being. Personal plans provide care workers with the information necessary to deliver person-centred care. This means care workers tailor their care delivery based on the needs and preferences of people. People's wellbeing and health needs are comprehensively outlined in a person-centred way. Risk assessments are robust and help mitigate unnecessary risk to keep people safe. Care workers help people work towards personal well-being outcomes so that they continually learn and develop. Personal plans are continually reviewed to ensure they are accurate and up to date. Daily records are consistently completed, although these do often lack thorough detail and sometimes do not accurately reflect the care delivered. The service provider offered us assurance this would be improved.

People are mostly supported to take their medication safely. Self-administration of medication is encouraged to promote independence. The service provider's medication policy is robust. Medication trained staff support people to take medication, but this is not always as per the prescribers' guidelines. Some medications are often missed or not administered at the correct time. Regular medication audits had already identified this as an area for improvement at the time of inspection. We were offered assurance that appropriate action has been taken to mitigate this happening in the future, including the re-training of medication trained staff. This is an area we will review at our next inspection.

Leadership and Management

People are provided with accurate and thorough information about the service. A comprehensive statement of purpose (SOP) reflects the service provided which helps people choose a service which can meet their needs. A written guide to the service informs people what opportunities are available to them and how the service can best support them to achieve well-being. People supported by the service provider were involved in the writing of this written guide. Key policies underpin safe and consistent practices.

Good governance arrangements ensure a smooth and effectively run service. Management are dedicated to their roles and know people well. A good range of quality assurance audits and tools provide managers with good oversight of the service provided. The RI knows people well and undertakes their regulatory duties diligently. RI quarterly visits focus on visiting people at their properties and asking for their feedback. Improvement plans are developed from this feedback and acted on promptly. Proactive auditing provides the RI with good oversight of the service provided. These audits are included as part of the RI's Quality of Care reports every six months.

People are mostly supported by care staff who are suitably fit and have the knowledge and competency to provide good quality care and support. Care staff are safely recruited to ensure they have the right character and skills for the role. This includes having a disclosure and barring services (DBS) check before supporting vulnerable people. Care staff undergo all core and specialist training so they can undertake their duties safely. Care staff are not always supervised by management in a timely way. Whilst care worker feedback about the service provider was mostly positive, some care workers told us they seldom receive supervision despite requesting it. Regular staff supervision is important to ensure care workers can discuss any concerns and personal development. Whilst no immediate action is required, this has been identified as an area for improvement, and we expect the service provider to take timely action.

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
26	The service provider is not ensuring that individuals are safe and protected.	Achieved
35	Not all staff personnel records contain all the information required by regulations to ensure they are safe and fit to work at the service.	Achieved
36	The service provider does not ensure that staff receive timely training, appropriate safeguarding training, supervision and appraisal.	Achieved
6	The service provider has not ensured the service is provided with sufficient care, competence and skill.	Achieved

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
36	The service provider does not supervise staff regularly and in-line with the regulations.	New
7	The service provider has not ensured the statement of purpose (SOP) is reviewed in a timely manner, or revised where appropriate.	Achieved
21	The service provider is not ensuring that care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.	Achieved
16	The service provider has not ensured that personal plans are reviewed in a timely manner and include a review of how people have been supported to achieve their personal outcomes.	Achieved
60	The service provider did not ensure the service regulator was notified of specific events.	Achieved
80	The service provider did not ensure suitable arrangements were in place to establish and maintain a system for monitoring, reviewing and improving the service.	Achieved
22	The provider must ensure that people are provided with consistent care staff who have the skills and knowledge to meet people's needs at all times.	Achieved

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