



## Inspection Report on

**ProCare Domiciliary Care Services (Cardiff & The Vale)**

**Procare Nursing Agency  
Unit 2 Deryn Court  
Wharfedale Road  
Cardiff  
CF23 7HA**

**Date Inspection Completed**

31/01/2025

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## About ProCare Domiciliary Care Services (Cardiff & The Vale)

|   |  |
|---|--|
| Type of care provided                                 | Domiciliary Support Service  |
| Registered Provider                                   | ProCare Nursing Agency Ltd   |
| Language of the service                               | English  |
| Previous Care Inspectorate Wales inspection           | 25 October 2023  |
| Does this service promote Welsh language and culture? | The service is working towards providing an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service. |

### Summary

ProCare Domiciliary Care Services (Cardiff & The Vale) provides comprehensive care and support to adults and children in their homes and the community through outreach and respite support.

The service is now led by a new Responsible Individual (RI) and two experienced managers, ensuring better oversight and enabling both adults and children to achieve their personal outcomes. The service has significantly improved its documentation, offering detailed, person-centred care plans, particularly for children. These plans incorporate positive behavioural support strategies to enhance engagement. Additionally, the service has enhanced medication administration and core training. People using the service are very complimentary about the care and support they receive.

The leadership and management team have effective governance, quality assurance, and communication systems in place, ensuring well-supported staff and good quality care for people. The RI is actively involved and engaging with people, their representatives, staff, and professionals. The provider acts swiftly to safeguard individuals.

The service promotes the Welsh language and culture, working towards an 'Active Offer' to meet the Welsh language and cultural needs for an individual wishing to receive this.

## Well-being

The service has addressed all areas for improvement identified in the last inspection. A new Responsible Individual (RI) and Manager now lead the service, overseeing the quality of care provided. Enhanced oversight is enabling adults and children to achieve their personal outcomes. The service has also improved medication administration and core training provision. Individual circumstances are now fully met with highly detailed, person-centred documentation. We reviewed excellent care plans for children that included positive behavioural support strategies to aid successful engagement.

People using the service and their representatives are happy with the care and support they receive, confident in the organised and reliable service provided. Many parents we consulted with gave examples of care workers appearing well trained and skilled to effectively support their children with additional needs. Children and adults are achieving good outcomes due to the consistent care and support they receive. We observed positive engagement between care workers and children using the service. All people and their relatives using the service overall rated the company as “*very good*” with some individual care workers who were described as “*exceptional*” to go the extra mile.

Children and adults are helped to develop safe and healthy relationships. Care workers are matched with people to help achieve the best possible outcomes. People form good working relationships with care workers. Parents of children receiving a service are consulted and describe the whole service as “*flexible*”, “*supportive*” and “*they have been very helpful*”. Some parents provided examples of how the service has helped their child’s development and well-being. A parent said their child’s “*world is our house and ProCare have supported him to try to explore more community life*”. Feedback from staff is very positive, particularly around the scheduling of their rota and ability to work with the same group of individuals in set areas which provides continuity.

People are kept as safe as possible from harm and abuse. Recruitment processes are robust, including checks on care workers to ensure they are fit to work with children. Quick action is taken without delay by the leadership and management team when practices fall below expected standards. The service provider is transparent with sharing information and notifying relevant bodies when there are concerns. Revision and streamlining are needed to ensure investigation records in response to incidents and concerns are more detailed, and include analysis and identification of any lessons learnt, which needs to be reflected upon within the quality care review report.

## Care and Support

Adults and children receive care and support from a consistent team of care workers they have established a rapport and familiarity with. We observed positive examples of care and support being delivered to children using the service, with one session where practice between a care worker and a child was exceptional. The service is successful in delivering person-centred care that helps children develop and supports adults with their physical and mental well-being. Adults and their relatives using the service also shared positive experiences about using the service.

Personal plans are detailed, informative and contain all the required information especially around support of individuals during times of emotional distress, and those who need specific types of strategies to be used. Personal plans capture preferences, likes/dislikes, along with a detailed risk management guide that identifies potential triggers and guides staff on how to best support the individual. Reviews of personal plans are highly detailed and effectual, they capture recent changes to people's well-being needs, incidents, and management of risk to ensure they contain the most up to date information. This ensures new information and recent concerns are easily accessible to guide staff.

People are supported to maintain their physical, emotional and social needs. Changes in a adults or child's health or well-being are quickly identified and addressed. Where required, support is provided to access the right professionals, including communication and consultation with parents and representatives when issues arise during calls is made without delay. We found very effective partnership arrangements in place between parents of children using the service and care workers. Detailed daily care records confirm the support people receive, including social opportunities, to meet their personal outcomes.

People receive medication at the right time when they need it. Staff follow a detailed medication policy and are trained and competent to administer medication. Records confirm that people receive the correct medication. Audits are in place to maintain oversight, and these need to include patterns, trends, and lessons learned. Additionally, further strengthening is required to ensure medication competencies are undertaken.

People receive the care and support they need at the right time because care delivery is reliable and well organised. People have information about their call times and know who will be supporting them in advance. People told us care workers always turn up and stay the full duration of a call. The office staff are responsive and there's an on-call system to support people and staff outside of office hours. Care workers receive a planned rota in advance, work in set areas and told us they have sufficient travel time in between care calls. Efforts are being made to minimise any time delays during school pick-ups for handovers of staff, because longer times for transition, can be unsettling for children with additional needs.

## Leadership and Management

Effective governance ensures smooth operations and quality care, leading to positive outcomes for people. The RI has regular presence at the service, providing good oversight and actively seeking the views of people using the service and staff. Effective audits improve the service but need to include lessons learned. The RI produces a quality-of-care review report evaluating the service's quality and safety. They engage well with people, their representatives and staff, and professionals involved using this information to make improvement. The management team are experienced and effectual in their role. There are detailed policies and procedures and electronic oversight systems to monitor care delivery.

Communication within the service is effective, and the leadership and management team work well with commissioners and relevant professionals to ensure the provision for children and adults is delivered through a multi-agency approach. We saw timely referrals made to relevant agencies when issues have been identified, demonstrating quick action and information sharing by the management team. Staff told us, *“Management are quick to reply”* and *“They address issues very quickly”*.

The service provider failed to submit the last two years of their annual return reports to the regulator, however a new RI is now in place and able to action this. Management to ensure record keeping for incidents and concerns are streamlined and investigations are detailed to include all relevant information and analysis of lessons learnt. This information needs to be captured within the quality-of-care review report to ensure service provision is reflective, evolving and able to quickly identify patterns and trends.

We found positive staff well-being within the workforce. Care workers feel confident in their roles and can access and record information about people that is clear and easy to follow. Staff are motivated, they feel valued, well trained and supported by the management team. Care workers told us, *“They are the most welcoming team I have come across; they make me feel comfortable and at ease in my job”* and *“ProCare are awesome”*. A person using the service told us, *“Carers seem content working for the company”*.

People are supported by staff who are registered with Social Care Wales, the workforce regulator and safely vetted, trained, and well supported in their roles. Pre-employment checks including references and Disclosure and Barring Service (DBS) checks are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. Support staff receive regular supervision and appraisals relevant to their roles, but these processes need to be further strengthened as they vary in quality. Staff are also supported to obtain further social care qualifications. Training provided to staff has been developed and increased with more specific modules covered in line with the needs of the people and children using the service.

| 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    |

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 | N/A    |

|    |   |          |
|----|---|----------|
|    | inspection  |          |
| 58 | To ensure there is safe management of medication and effective auditing in place.                               | Achieved |
| 15 | Staff to be provided with sufficient information that sets out how best to support the person and mitigate risk | Achieved |
| 36 | Staff to receive additional core training to understand the specific needs of people they support.              | Achieved |



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