Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

IOS Recruitment and Training Services ltd

114 Whitchurch Road
Cardiff
CF14 3LY

Date Inspection Completed

06/01/2025

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About IOS Recruitment and Training Services ltd

Type of care provided	Domiciliary Support Service
Registered Provider	ios recruitment and training services limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	06 January 2025
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

The leadership and management team consists of an acting Manager and Responsible Individual (RI) who are awaiting official registration approval. At present the service is led by an unregistered RI and manager, but this has not had any impact on service delivery The leadership and management team are dedicated to advancing service development and achieving positive outcomes for individuals who use the service. People are receiving good quality care and support.

People are supported to live in their own homes and remain as independent as possible. People using the service are treated with dignity and respect by caring, and professional staff. The service is responsive to issues, upholds people's rights, and promotes their voices. People's care needs are met, ensuring physical, mental, and emotional well-being. The service works collaboratively with healthcare professionals and maintains effective safeguarding measures. Positive outcomes are achieved through a dedicated team, strong leadership, and continuous quality improvement. People have choice and control over their care, which is delivered consistently and safely, with comprehensive care plans and regular feedback. The management team is proactive, ensuring effective oversight and support for staff. Feedback from staff working at the service is extremely positive such as describing the company as providing, *"Great consistency. Good communication. Set runs in one area. Overall, really lovely domiciliary care agency to work for".*

Well-being

People are treated with dignity and respect. All people we spoke to confirmed care workers are polite, kind, caring and helpful. People have good relationships with a consistent team of care workers who know them well. Care workers speak extremely positively about the working for at iOS and valued and supported by the manager. People using the service described all care staff as, "*Caring and considerate*", "*Very approachable"*, "*Very professional"*, "*We work collaboratively*", "*Carers are amazing and work hard",* "*Someone is contactable at short notice and able to support our family needs".*

People's rights are upheld, and their voice is promoted. People know how to make a complaint and are confident management would address issues. The service is very responsive, and any issues are quickly resolved. People's feedback is used to reflect on changes within service delivery. There is a service user guide which includes important information regarding the service, such as how to make a complaint. Complaints are responded to within the required timescales and lessons are learnt.

People's physical, mental, and emotional well-being is maintained. People's care needs are met, and the service tries everything within its means to make people feel safe and happy. They are proactive in contacting relevant healthcare services or professionals when a need arises. The service works collaboratively with community professionals to identify people's changing needs and to manage risks.

People are protected from abuse and neglect. Individuals using the service and care workers told us they can always raise issues with the management team. Care staff are appropriately recruited and receive regular training and opportunities to discuss any issues. They have a clear understanding of how to report matters of a safeguarding nature. There are oversight systems in place to analyse information to identify patterns and trends and avoid reoccurrence. Records show the service promptly manages arising issues which could impact on people's care and support.

Overall, we observed positive outcomes for individuals. This is due to the support from a dedicated team of motivated and well-trained care workers, who deliver services through an organized and reliable system. Additionally, care workers are equipped with accurate information and are led by a leadership and management team that continuously revises, reflects, and explores ways to improve the quality of care and support. The service provider has focused on stabilizing service delivery, investing in systems and recruiting new staff with different expertise to enhance quality.

Care and Support

People achieve their individual identified outcomes. Most people told us they are receiving a good service. Some people told us there are some areas that could be improved but have confidence in the management resolving any issues they raise. A community professionals told us management are proactive, able to support with challenging situations. They told us "*I find their approach is person centred and kind, they are willing to adapt to and work creatively with the individual… I have found them really supportive and professional*." Care workers told us, "*People get consistency and good continuity*".

People have choice and control of their daily lives. People are involved in their care and regularly asked to feedback on the service. People can access their care plans and daily recordings. Care documentation outlines people's needs and how they should be met but also includes details of what people can do independently. These documents are important as they guide care workers on how to care for people correctly. People's likes, dislikes and preferences on how care is delivered is added to personal plans along with people's individual goals and well-being outcomes. We read comprehensive care plans and reviews which demonstrate they are live documents, kept under constant review. They also demonstrate close oversight of changes to people's needs and closing partnership working with community services.

People receive the appropriate care at the right time. Our examination of selected records showed, on average, most care calls are punctual, and care workers stay for the full duration of the call. While some feedback indicated that call times can vary, most people reported that care workers arrive within the expected times. People receive their medication as prescribed, and overall, there are safe medication arrangements in place. All staff have undergone medication training, and the manager regularly audits medication practices. We identified some areas of medication procedures that require strengthening, which the provider assured us they will address.

Leadership and Management

The leadership and management team are led by an acting manager and acting RI, who are not yet officially registered and approved to undertake these roles. The acting manager has experience as the deputy manager of iOS and is a valuable addition to the company. The acting RI, is the Director and owner of the company, has consistently overseen service quality and has previously been registered as the RI for iOS. They are committed to the service's growth and adhere to regulations in their roles.

We observed a positive culture within the leadership and management team. The service is well-run, supported by a clear management structure and governance arrangements. Management is accessible and there is an on-call system in place for out of hours support. Staff know who to contact to inform of changes or to get advice. When people raise concerns, the manager acts quickly to resolve them.

The service operates smoothly, with good governance arrangements in place. There is effective oversight and monitoring of service delivery, regularly tested by the acting RI and acting manager for quality assurance. They perform their duties diligently, regularly consulting with people and staff to identify areas for improvement. We reviewed detailed and informative quality assurance reports that provide thorough analysis and suggest ways to enhance the quality of care and support. Electronic systems facilitate quicker access to information. Managerial monitoring and auditing tools are used effectively to ensure everything is up to date. Regular audits are conducted by various managers, providing multiple layers of oversight to identify improvements.

Care workers are very well supported, recruited safely and regularly supervised. We examined a selection of care staff personnel files and found that they all contain required information. Pre-employment checks, including DBS certificates and references, are completed correctly. These checks are important as they determine a person’s suitability to work with vulnerable people. There is an induction programme in place and all care workers are registered with the workforce regulator Social Care Wales (SCW). Care workers attend training appropriate to the roles they undertake and feel well equipped to do their jobs. Spot checks are completed regularly to ensure care is being provided correctly. Care workers receive formal supervision in line with regulatory requirements and feel well supported by the management team. Supervision is important as it is an opportunity to develop staff and address any practice issues or needs, they may have. Care staff we spoke with told us they are very happy working at the service, with feedback such as: “*It’s the best job in the world.*”, “*Communication is good, it feels well-organised.*”, “*it’s a friendly working environment.*”, *“I thoroughly enjoy my job role and have built great relationships with the service users I care for”.*

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	

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