Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Cadog Homecare Ltd

First Floor
Redwood Court
Tawe Business Villiage
Swansea
SA7 9LA

Date Inspection Completed

18/01/2024

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About Cadog Homecare Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Cadog Homecare Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	13th July, 2022
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

Cadog Homecare Ltd are a domiciliary support service providing good quality care from motivated care staff. People we spoke with are happy with the care and support they receive and are treated with dignity and respect. People are supported by safe and professional care staff, with whom they have developed effective relationships.

Arrangements for the effective management and oversight of the service are in place. There are

Well-being

People are treated with dignity and respect and receive appropriate, kind, and caring support from care staff. Staff enjoy spending time with people. told us that care staff are good, make you feel safe and respond to any issues. A person using the service told us the staff are good, "*Mae'r staff yn dda ac yn gwmni da...Maen nhw'n first class."*

People are happy and are supported to do the things that matter to them. Empathy and care is shown to people. People have as much autonomy over their own lives as possible. Care staff have a good rapport and professional relationships with people and interact in positive ways. The service values staff continuity and where possible, seeks to ensure people are supported by care staff they know. People can communicate in Welsh, to Welsh speaking staff. We heard that even though staff may not speak Welsh, they understand the importance of using incidental Welsh phrases. A member of care staff told us, *"We get to develop excellent relationships with [people] and their families. You can build up a good working relationship and that is so important."*

People are safe and protected. People receive care and support from care staff who have been safely recruited. People receive a good standard of care and support from a well-trained and supported care staff team. Care staff are registered or are in the process of applying with Social Care Wales, the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the service.

Care and Support

People are happy with the care and support they receive at the service. An individual using the service told us that care staff are careful and work to a good standard, "*Maen nhw'n ofalus ac mae safon dda gyda nhw i gyd*." The process for admitting new people into the service is well-planned. Personal plans are clearly written and contain information including personal preferences, risk assessments, and detailed plans on how care and support should be delivered. Care staff provide individual support to people as detailed in their personal plans. Care staff are knowledgeable about the people in their care and are empathic and patient in their approach. Personal plans are reviewed in a timely manner, in consultation with people using the service and/or their representatives. A family representative noted, *"They are very caring and very perfect in what they do."*

People's physical health and well-being is promoted. Personal plans show people receive support to access social and health care professionals when needed. The service understands people's health conditions, the support they require and can promptly identify changes in people's usual presentation. People are encouraged to be as healthy as possible. Arrangements are in place for the safe management of medication within the service.

People are protected from harm and abuse. All care staff receive appropriate safeguarding and whistleblowing training which supports them to keep people safe. Care staff complete safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Refresher training is provided when required. Care staff ensure people are as safe as possible by adhering to clear policies and procedures. Records show the service promptly manages arising issues which could impact on people's care and support. A member of care staff told us, *"People get referred to the right people if they need help with things."*

Infection prevention and control procedures are good. All care staff receive appropriate training on infection control and appropriate personal protective equipment (PPE) is available to staff. Suitable arrangements are in place for care staff to access PPE. People told us care staff wear the relevant PPE and they feel safe.

Leadership and Management

People are provided with accurate information about the service. There is a written guide which gives people who use the service, their relatives and others, information about the service. There is a statement of purpose (SOP) which describes how the service is provided. The service provision is reflective of information contained with the SOP.

The service has strong quality assurance arrangements in place to monitor and review the quality of care and support provided. This effective oversight ensures a good-quality service, focussed on meeting the needs of individuals and promoting their well-being. The responsible individual (RI) visits the service and spends time talking to people. The service also has effective procedures for obtaining frequent feedback from people and care staff, to inform service delivery. The most recent quality of care review identifies areas for development and improvement and uses the experiences of people to develop and improve the service.

The RI is currently acting as interim manager, with arrangements in place for the employment of a permanent manager at the service. An office staff team support management and communicate well. We were told that the management team are approachable and always there to help or advise staff when required. A member of care staff told us, "*The management are brilliant. Really supportive."*

We reviewed the service's staffing rota and saw sufficient numbers of care staff at the service to provide care and support. Safe recruitment procedures are in place. Staff recruitment records contain all the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Service (DBS) checks are in place and current. The service has a robust system in place to ensure care staff are registered with the social care workforce regulator, Social Care Wales.

Newly appointed staff complete a thorough induction programme which includes training, shadow shifts, staff competency checks, introductions to policies and procedures and induction supervisions. Care staff training records indicate they have access to a variety of training opportunities and all staff files we viewed show staff complete a good level of training.

Care staff are provided with one-to-one support, through supervisions and annual appraisals. Management offer daily support to care staff when required and undertake frequent spot checks for quality assurance. A member of care staff told us, *"We have enough time…we don't rush. We can make sure that everything is done well and properly and also have the time to speak to people and give proper quality care."*

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

N/A	No non-compliance of this type was identified at this inspection	N/A

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