Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gozian Healthcare Ltd.

Office B7, Alexandra Gate Business Centre Ltd, 2 Alexandra Gate, Ffordd Pengam, CF24 2SA

02920362575

Date(s) of inspection visit(s):

24/04/2025, 29/04/2025

Service Information:

Operated by:	Gozian healthcare LTD
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

This domiciliary care service covers Cardiff and Vale of Glamorgan, providing care and support to people in their own homes.
The service positively impacts people's well-being by valuing their views and actively consulting with them to ensure their preferences are known and respected regarding their care. Personalised plans support people in maintaining their independence within the community. People participate in their reviews to foster inclusion and ensure their needs and preferences are met effectively. The service regularly seeks feedback from people and their representatives, helping to improve care and drive change in the service. The safe arrangements for medication management protect people's well-being.
Strong leadership and management ensure the service runs smoothly and maintains quality. The Responsible Individual (RI) and the management team maintain effective oversight and act when needed. Detailed audits identify patterns or trends, ensuring lessons are learned and improvements are made. Care staff feel well supported and trained for their role. Staff are valued and recognised, contributing to a positive culture.

Findings:

Well-being — Good

People have control over their daily lives and receive support to achieve positive well-being outcomes. The service values individuals' views and actively consults with them to ensure their preferences are known and respected regarding their care. Personalised plans support people in maintaining their independence within the community. People participate in their reviews to promote inclusion and ensure their needs and preferences are effectively met. The service regularly seeks feedback through meetings, calls, and formal surveys. Feedback has been highly complementary, with comments such as *"They are very keen to provide a personal service"* and *"I feel included because the office always asks for my views and what's working for me."*

Positive practice is demonstrated through clear information and supporting people to make informed choices. People receive information about what the service provides, and this can be made available in other formats, including the Welsh language on request. Currently, there are no people using the service or staff that speak Welsh. Gozian Healthcare has a diverse staff team that actively promotes their culture and background, earning the respect of those we spoke with. An assessment is conducted before the service begins. All relevant information is discussed to ensure people are well-informed and can make an informed choice about using the service. Everyone we spoke with praised the service they receive and expressed confidence in the management's ability to address any issues promptly.

People benefit from continuity of care. Care staff retention is excellent, fostering positive relationships with people. People told us, *"Relationships with the care staff and office team are awesome" and "I'm safe in their hands."* People receive care from staff who have time to travel between calls. A person told us, *"Carers are punctual, kind, work from my agreed support plan, and they are always competent and reliable."* Staff confirmed they receive the right information to meet people's needs and are fully trained in their role. People using the service confirmed that care staff understand their needs and specific conditions, which they greatly value.

Effective leadership and management ensure the service runs smoothly for people. Robust systems and processes monitor and evaluate the quality and safety of the service. The service appropriately reports incidents and safeguarding matters when needed to protect people from harm. The RI regularly visits the service and offers good support to the management team. Staff feel valued and recognised in their role. The service works closely together to create a positive culture.

Care & Support — Good

People benefit from consistent and continuous care. With excellent staff retention, the service can allocate the same staff which helps to, foster strong relationships with the people they support. A person shared, *“They take great care of me; they are like my family,”* while another mentioned, *“Both my wife and I feel comfortable with the care staff, and they always ask how I am as a carer.”* This approach ensures that people receive personalised and compassionate care, enhancing their overall well-being.

People receive the quality care and support they need to achieve their personal outcomes. Before the service begins, the service conducts an assessment to ensure individuals can contribute to how they would like to be supported and express their preferences. The service gathers valuable information from professionals involved in the care to inform care staff about the person's needs. A strengths-based personal plan is developed to outline how staff should support people to achieve their well-being outcomes. A person shared, *"We worked together to get the personal plan and care right."* People are encouraged to participate in their reviews, giving them the autonomy to make changes or suggestions to improve their care. We found that most personal plans are up-to-date and accurate. However, they should be promptly updated whenever there are changes to ensure staff are informed and can provide the correct care and support. People told us *“Care staff understands my needs and I get the support I need to remain independent”* and *“Staff are kind and caring but also very responsive to my needs.”* Care staff reported that they receive the necessary information to support people safely, and there is effective communication between the office and the staff team.

People receive their medication correctly and on time. The service regularly reviews its medication policy. Care staff undergo face-to-face training, and their competency is frequently assessed to ensure safe medication administration. Individualised personal plans inform staff of the required level of support people need with medication. Medication administration records show that staff consistently administer medication safely and when needed. The service closely audits medication management, demonstrating good compliance and practice. As a result, people using the service experience improved health outcomes and a higher quality of care.

People’s risk of infection is minimised by promoting good hygiene practices. Staff receive infection control and health and safety training, understanding the importance of good hygiene and the potential risks to people’s well-being. There is a comprehensive infection control policy for staff to follow. All staff receive personal protective equipment (PPE), and people have told us they dispose of this safely in their homes. The office conducts spot checks to monitor staff practices to ensure adherence.

Leadership & Management — Good

People benefit from strong and stable governance at the service. The RI is regularly present and maintains good oversight of its quality and safety. People using the service express confidence in the leadership and management, and they actively seek their views. Effective arrangements are in place to formally gather feedback from both service users and staff, which helps to improve the service. These reports consistently describe the service as good or excellent. The RI produces detailed reports following their visits. These reports help to inform the quality care report, evaluate the service's performance, and identify areas for improvement. The service has developed a range of internal audits that have proven to be highly effective in improving practice. People and staff report that they know how to raise concerns and feel confident that these will be addressed promptly. A person told us, *"Any issues are addressed discreetly and resolved, which gives me confidence."* The staff describe the management team as supportive, helpful, and approachable. The RI supports the management team well, and together they promote a positive and inclusive culture. A person described the manager and deputy as *"very professional and knowledgeable."*

Staff recruit safely and receive the necessary support and training to meet people's care and support needs. Robust recruitment arrangements and vetting checks ensure staff are trustworthy and suitable for supporting people. All care staff register appropriately with Social Care Wales, the workforce regulator. A comprehensive induction program and additional core training in specific areas help staff understand the needs and conditions of the people they support. A training room is available for care staff to receive both online and face-to-face training. Care staff are given the opportunity to shadow experienced staff, which helps them apply the training and increase their understanding. Regular supervision, spot checks, and appraisals provide good support to care staff, ensuring they receive support and the opportunity to discuss their professional development. Arrangements ensure care staff are suitably qualified and working towards or have achieved their qualification. Staff feel valued in their role as the service recognises their hard work and commitment through various incentives such as 'Carers of the Month' awards, birthday celebrations, and financial incentives. These initiatives foster a positive and supportive work environment, ensuring that staff feel appreciated and motivated in their role.

People consistently receive the care and support they need. Care staff have ample time to provide care, supported by effective scheduling systems that allocate travel time between visits. The service provider closely monitors and reviews staff schedules to ensure staff receive appropriate travel time and breaks. However, the service provider must also ensure that staff receive their contracted hours which is kept under review. People told us, *"I always receive the calls when I need them and the same staff group, which I like*." Call records show that people receive calls at the right time, as far as reasonably practicable. People we spoke with confirmed they are informed when calls are running late, and the service always tries to accommodate requests to change calls.

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.

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