



Inspection Report on

Gofalus Ltd

**Flat 1 Prospect Place
Crymych
SA41 3QQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23 February 2022

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About Gofalus Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Gofalus LTD
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes. The service provides 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

People receiving care and support from Gofalus can be confident of a good quality service, from care workers who are motivated; trained and effectively led by an experienced manager.

The manager/responsible individual (RI) has good oversight of the service as well as a good knowledge of the people they support.

The service is small which means people know the care workers and there is a good level of continuity

Well-being

People are safe and protected from abuse and harm. Staff know the action they must take if they suspect a person is at risk. They have confidence the manager will take the appropriate measures to report any concerns, and take the steps necessary to safeguard people.

Care workers have good relationships with those they care for and their relatives. They demonstrate a good understanding of what person centred care means and are respectful of people's property. Relatives are always informed of any changes. One person told us they would "*definitely*" recommend Gofalus to anyone needing help or care and said workers "*don't look at the clock*" and described the workers as "*very helpful; very kind*".

People receive care from workers who are motivated. One care worker considers the service is "*like every other care company*" but others were more positive, describing their work as "*fab*" and described the manager as the reason for them returning to work for Gofalus. Another care worker described this as "*the best care job I have had*" and was equally positive about the support they have from the manager.

All staff share the values of the service with one describing the team as "*very caring*" and considers the values of the service "*comes from the heart*". Workers are reliable and flexible and often go the extra mile to help ensure people's range of needs are met.

Care and Support

Care plans; risk assessments and daily entries are kept as paper copies. Documents are clear and give staff the information they need to offer the care and support that is needed. Care workers find the care plans helpful and have time to read them. Care workers are told about any changes to people's health and care needs.

Care plans are reviewed every three months, and more often if necessary. One person's support needs have recently changed and the provider has informed the local authority of these changes.

Records are available for a range of areas, including environmental risk assessments to ensure the property is safe for people working in the home as well as the person living there.

People's goals are clearly recorded. In most cases, this is for the person to remain at home and the care plan is built around this, setting out how staff can assist the person to do so.

Daily entries reflect person centred care. They are comprehensive and set out the assistance offered. Sometimes, this included tasks not on the care plan, for example, making sure pets are fed.

Care workers appreciate the privileged position they are in by being invited into people's homes. They are able to express the ways they show respect for people and their property by ensuring the home is secure when they leave and clearing after themselves. One care worker told us they remind staff to care for the home in the way the person would want it to be taken care of.

People's physical health needs are met. Care plans state what assistance is needed with medication and we saw staff had alerted the family when they found one person had run out of medication. Care workers are able to recognise when a person's skin is at risk of pressure damage and know to report any concerns to the managers and the district nursing team. Moving & handling equipment is available for staff to use if necessary and most staff are trained in moving & handling.

People receive the allocated time for their visits. All of those we spoke with said they are not rushed and are neither expected nor required to leave early to get to another person. Daily entries note when care workers sit and chat with people. Those employed at the service have a good knowledge of those they are caring for; their backgrounds and who and what is important to them.

Care workers are reliable and there is a high level of continuity. Visits have always taken place and if staff are going to be late, they let the office and the person know.

People have good relationships with those caring for them. One care worker described people as "*like their family*". One relative told us "*They are so good to X, so nice to him*" and another described the staff as "*a really good bunch*".

Leadership and Management

A detailed quality assurance report reflects on areas the manager/RI considers the service does well, and also those areas where the service is challenged. However, the report does not provide evidence people; their relatives and those working for the service have been consulted.

Staff are appointed following a safe recruitment process. The necessary safety checks are carried out and references obtained. Photographic identification is available in most individual files. Staff files are well organised and easy to navigate.

Care workers are considered to be skilled and well-trained. There is no training matrix but each member of staff has an up to date record of completed training, as well as the frequency it needs to be re-done. Most training is up to date, but, because of the pandemic, some training is out of date and plans are in place for this to be completed. Staff are not asked to do anything they are not trained to do.

Feedback is given to staff on their work as part of supervision. Some supervision records have been signed by both the manager and the staff member and include a review of their work performance; future work targets and any training and support needs.

Travel time is built into the rotas. Where there is no travel time, the manager assured us people's homes are close together and staff are able to move between homes quickly. People confirmed visits are never cut short because staff are required to leave to get to someone else. There are sometimes gaps in the schedules, which some staff find difficult, as they are not paid for these times.

Environment

This theme is not applicable to domiciliary care agencies. However, the offices are well maintained and there is space for staff to meet with the manager in private.

Risk assessments are carried out of the person's home to ensure it is safe for workers.

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	N/A

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