



Inspection Report on

Care Wales Gofal Cymru

**Noyadd Wilym Lodge
Cardigan
SA43 2NH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

11/09/2023

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About Care Wales Gofal Cymru

Type of care provided	Domiciliary Support Service
Registered Provider	Care Wales (Gofal Cymru) LIMITED
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	05 May 2022
Does this service promote Welsh language and culture?	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

Care Wales/Gofal Cymru offers people good quality; person centred and reliable care and support. Some people have very intensive care packages and others less so, depending upon their needs.

People receive care from a small team of skilled and motivated staff. They are effectively led by an experienced and dedicated manager who has embedded the values of dignity and respect into the service.

There are effective governance arrangements in place to monitor quality and the manager and senior staff have very good oversight of the service which is flexible and responsive.

Well-being

People have a voice and their wishes and needs are at the heart of the care and support offered. Respect is shown to people in relation to the gender of care worker and, as far as possible, with the timings of calls.

Assessments are carried out before the care and support starts to make sure the service is able to meet individual needs. Staff know people well as there is a high level of continuity, meaning staff are able to anticipate and recognise any changes in needs. There is a focus on meeting people's physical and safety needs, and, as far as possible, their social needs.

People are wholly satisfied with the service they receive from Care Wales/Gofal Cymru, appreciating the rapport they have with staff. One person said how they enjoy *"having a laugh and a joke"* with staff and another describes the team as *"exceptional"*. Relatives are equally complimentary, saying *"staff are friendly but very professional"* and describing the *"warmth"* of the staff. People, and their relatives describe ways the service goes above and beyond what is expected from them.

People are protected from harm, abuse and neglect. Staff know their responsibilities in relation to safeguarding and feel confident to raise any concerns they may have. They are confident their managers would take the actions necessary to safeguard people.

A significant number of staff are Welsh speaking which means people can receive a service in their chosen language. Care plans and other documents can be made available in Welsh if requested or required. People appreciate being able to talk with staff in Welsh.

Care and Support

People receive care and support from a small team of staff who are both dedicated and motivated. One person described the staff as *“very friendly and very kind”*, and others said the staff are *“excellent”*, with one adding *“I can’t fault them at all”*. Relatives are equally positive, describing the staff as *“brilliant”* and *“reliable”*.

Some staff spoke about being *“like family”*. Another described being motivated by seeing people happy and making a difference. The service is as flexible as they can be, changing call times where possible to meet people’s changing needs.

The service is reliable. The correct number of staff the person has been assessed as needing, attend and carry out their duties. No calls have been missed and enough travel time is built into the rotas to make sure staff are not pressed for time. Staff have time to spend chatting with people after they have completed their duties and do not feel rushed. Most calls are on time, and people understand if staff are, on occasions, a little bit late.

Staff understand the privileged position they are in by working in people’s home and know the importance of respecting both the person and their property. Staff have a clear understanding of the importance of maintaining the person’s dignity and are able to talk about the practical ways they do this.

Care plans are detailed; informative and person centred. They give a clear description of the person and their needs. Daily records are comprehensive. Staff have time to read the records and relatives feel involved in people’s care. For some people living with dementia, there is a helpful document which sets out what and who is important to the person.

There is a good focus on people’s physical health. Because staff know people well, they are able to recognise any changes. They monitor people’s skin integrity and know how to report any concerns. Staff sometimes accompany people to appointments. Relatives are kept informed of any changes.

Leadership and Management

Workers are appointed following a safe recruitment process. Files are well organised, easy to navigate and contain the information needed. There is a focus on making sure staff are suitably trained, with staff completing training in a range of areas including Moving & Handling; safeguarding; safe administration of medication and dementia care.

People receive care from workers who are appropriately supervised. At supervision, the individual staff member's training and support needs are discussed as well as progress made against any targets set. As well as individual supervision, spot checks are carried out by senior staff to make sure staff are working to the required standard. Competency assessments in the safe administration of medication are also done. People receiving care and support find the staff to be skilled and appropriately trained. The training matrix shows staff are mostly up to date with training.

The manager has good oversight of the service. They are visible and can be contacted easily for advice and support. They demonstrate a very good knowledge of the people the service supports and those important to them. A comprehensive annual report has been written as well as a quality assurance report which demonstrate how important quality is to the provider. Feedback is sought from people, their relatives and the staff team.

People and their relatives find the management team to be knowledgeable, professional, and approachable. They do provide some care to individuals and as a result, have a good knowledge of people and their needs. Staff feel able to ask for advice and to discuss ideas and are confident of having a helpful and timely response.

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