



## Inspection Report on

**Careful Care Ltd**

**96 Gnoll Park Road  
Neath  
SA11 3DD**

**Date Inspection Completed**

**19<sup>th</sup> October 2022**

19/10/2022

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## About Careful Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Careful Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">19<sup>th</sup> April 2022</a>
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive a good standard of care and support from Careful Care Ltd. Since the last inspection the provider has made significant positive progress in many areas. There are a team of experienced, well trained and supported care workers who are dedicated to their roles. Recruitment continues to be extremely challenging despite enhanced pay and conditions introduced by the provider. The management team and Responsible Individual (RI) take an active role in ensuring service delivery is of a high standard. There are generally robust and thorough governance and quality assurance procedures in place. The RI needs to enhance regulation visit reports by including feedback from managers and staff. Although most supervision and appraisals for care workers are in place, some remain outstanding. There are good processes and procedures in place regarding support planning, risk planning, monitoring and reviewing. The provider feels the new electronic support planning system introduced is working well.

## Well-being

People receive a good service from Careful Care. People and relatives spoken to told us the care and support provided is of a good standard. Care workers know the people they support extremely well, all of them working in the service for many years. The manager told us recruitment of new care workers continues to be extremely challenging despite improving conditions and staff incentives. The provider continues to actively promote recruitment in the local area in order to help grow the service. There has been improvement in many areas since the last inspection including offering care workers contracts of employment with hours. Although significant improvement has been made in relation to care workers receiving regular planned supervision and appraisals, some remain outstanding. There is clear governance and oversight of quality by the RI and managers. However, there needs to be improvement in relation to RI documentation to ensure staff feedback is included on a regular basis. There are regular planned and documented staff meetings taking place. Care workers told us they greatly value these and the opportunity to ask questions of the managers and RI.

People contribute to and have a voice in decisions that affect them. People said there is good contact and communication with the managers. There are assessment and support plans which people contribute to, and care workers actively follow. Care workers understand the importance of maintaining and developing people's skills and abilities. People and relatives also informed us there is good continuity of care and generally they are allocated the same care workers and notified if calls are late for any reason. A new electronic online support planning system has been introduced which is reportedly working well. Care worker rotas confirm calls completed, align with support plans and care workers told us there is adequate time to carry out tasks. We completed a support file audit and saw detailed and thorough documentation. This includes support plans and associated risk assessments. We also saw that support plans are regularly reviewed and updated when necessary. There is also a support file contained in people's home containing key documents and contact details.

People are protected as far as possible from abuse and neglect. There are detailed and thorough policies and procedures to help guide care workers. Care workers told us they understand and have received training in relation to safeguarding and infection control. Care workers also receive training in relation to a wide range of core and specialist subjects. The training matrix shows all care workers are currently compliant with their training needs. The provider is planning more facilitated training in the future.

## Care and Support

A good standard of care and support is provided to people. We spoke to two people who receive a service and two relatives. All gave very positive feedback about the service provided. One person told us; *“All the carers are really good and I am very happy with the support provided”*. Another person stated; *“very happy with the service provided and they normally turn up on time”*. A relative told us; *“I can’t fault them they are excellent. They turn up on time and communication is good from the office”*. Another relative stated; *“absolutely no issues with care and support the care workers are really good, polite and humorous”*. We spoke to four care workers and received two feedback questionnaires. Care workers showed good knowledge of the people they support and roles they undertake. The majority of care workers have worked in the service for many years both with the new and previous provider. The service provider continues to improve the service and has acted on all of the compliance issues raised at the last inspection. The provider is also working closely with Neath Port Talbot Borough Council to ensure the service provision is of a high standard. Recruitment continues to be extremely challenging and despite measures to improve pay and conditions, no new care workers have been recruited since the last inspection. An audit was completed of four care worker files as part of the inspection. We saw safe recruitment processes are in place such as Disclosure & Barring (DBS) and references. We also saw care workers have contracts in place with agreed working hours. We saw electronic schedules confirming call times are consistent or close to support plan expectations.

People have an accurate and up to date plan for how their care is to be provided in order to meet their needs. We completed an audit of five support planning files. The service has previously introduced an electronic support planning online system. We saw thorough and detailed information in support plans. There are also linked detailed risk assessment documents. Support plan reviews are documented and completed routinely within regulatory timeframes. We also saw detailed and informative files containing copies of support plans and contact information kept in people’s homes. People and relatives confirmed communication with and from managers is good and they are regularly consulted with, regarding their care and support needs.

There are robust policies and procedures in place regarding medication administration and safeguarding. Care workers receive medication administration training. Regular documented audits of care worker competency in relation to medication administration take place routinely. There is a clear policy in relation to safeguarding and care workers spoken to showed good knowledge of their responsibilities in relation to this.

## **Environment**

The quality of environment is not a theme that is applicable to a domiciliary support service. However, the service operates from a self-contained secure office with good facilities for staff and off road parking. Rooms seen are clean and well equipped, with suitable space for record keeping and locked filing cabinets for the storage of confidential information. There is also a dedicated training area available in the same building.

## Leadership and Management

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the appropriate knowledge, competency, skills and qualifications. We viewed an overall training sheet for all care workers showing they are fully compliant with a wide range of both core and specialist subjects. These include; online dementia, Covid 19, Control of Substances Harmful to Health (CoSHH), medication administration, moving and handling, safeguarding etc. The manager told us taught subjects are being introduced. Managers are booked on dementia training and care workers are planned to follow. We confirmed with care workers they are satisfied with the standard and range of training provided and feel it equips them for their roles. All care workers are registered with Social Care Wales (SCW) and have achieved Qualifications and Credit Framework (QCF) or equivalent training. The manager is a manual handling trainer and supports care workers in the work place to ensure safe practice is maintained. The provider has made significant progress in relation to staff supervision and appraisals. Despite this some remain outstanding. While no immediate action is required, this is an area for improvement and we expect the provider to take action. Care workers spoken too told us managers and the RI are very supportive. We saw detailed records of staff team meetings attended by managers and the RI.

There are generally good oversight and governance arrangements in the service. The RI works in the service on a weekly basis alongside a dedicated and experienced manager and deputy manager. All have a strong and supportive presence in the running of the service. All people and relatives confirmed communication with and from managers is good. Although the RI has good knowledge of the service further quality assurance scrutiny needs to be in place. We saw records completed by the RI detailing regular contact with people and relatives. However, these do not currently include staff feedback. While no immediate action is required, this is an area for improvement and we expect the provider to take action. We saw a detailed and thorough quality of care review document. This contains an overview of service delivery including feedback from people using the service and care workers, including actions to improve.

Appropriate policies and procedures are in place to ensure care workers are aware of their responsibilities. The Statement of Purpose (SoP) has recently been reviewed and is reflective of the service provided. There are detailed infection control and Covid 19 procedures in place. Care workers spoken to confirmed there are good stocks of personal protective equipment (PPE).

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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36	Not all supervision is current for all staff working in the service.	New
73	RI regulation 73 requirements are not currently documented adequately in respect of timeframes or staff discussions.	New
42	Care workers have been subject to TUPE conditions having been transferred to a new provider. All care workers are currently on zero hour contracts and have been for over three months despite working consistent hours in the service.	Achieved
36	A care worker file audit completed as part of the inspection and an overall supervision matrix provided shows that not all care workers have received regular, planned formal supervision or appraisal.	Achieved
36	There is insufficient evidence that all care workers are currently receiving adequate core and specialist training.	Achieved
35	A care worker file audit was completed as part of a full inspection and that found not all staff have provided a copy of their birth certificate as required by regulation.	Achieved
16	A support file audit completed as part of a full inspection showed that not all provider support plan reviews are completed within three months and include feedback from the individual and/or representative.	Achieved
18	A support file audit was completed as part of a full inspection and found that the provider assessment has not sufficiently documented risks to an individuals wellbeing.	Achieved

**Date Published** 29/11/2022