



# Inspection Report on

**Cara Caring Services Limited**

**Primrose House  
34 Godfrey Road  
Newport  
NP20 4PE**

## **Date Inspection Completed**

11/04/2023

**Welsh Government © Crown copyright 2023.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Cara Caring Services Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Cara Caring Services Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">[12<sup>th</sup> October 2020]</a>
Does this service provide the Welsh Language active offer?	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

People are happy with the care and support they receive from Cara Caring. They told us that they are treated with dignity and respect, and that they experience positive relationships with their care workers.

Care workers are happy and feel positive about working for the service and feel supported by their manager and supervisors.

However, there are significant gaps in the oversight and governance of the service as well as their policies and procedures. This is placing people's health and well-being at risk and we have therefore issued priority action notices. The provider must take immediate action to address these issues.

## Well-being

People are happy with the care and support they receive from Cara Caring. People told us they had good rapport with their care workers, with whom they were familiar. People are happy to receive support from care workers who share interests with them.

People are pleased with the communication from the manager and supervisors. One person told us that if there was a problem, they were confident that the manager would address it, and that communication between the service and them was good.

People were happy to have consistent teams of care workers, and the level of care and support they received. People told us they had good relationships with their care workers and enjoyed meeting different people. Care is provided with warmth and dignity.

Personal plans lack sufficient detail in relation to managing significant risks such as choking, as well as insufficient detail on how to support people in line with their preferences and wellbeing outcomes. Following the inspection, the service has given assurances that they will address this.

Care workers do not complete the relevant induction programme required by Social Care Wales within the defined timescale alongside any service-specific induction programmes, which could place people's wellbeing at risk. The service has made plans to address this following the inspection. Some training provided by the service was not in line with Welsh legislation and was not adequate to ensure care workers had the knowledge or skills to keep people safe from harm.

The systems in place are not sufficient to support oversight and governance of the service, which places people's wellbeing at risk. This is because there is no responsible individual in post, and the service provider has not made adequate arrangements in their absence. The service provider is currently taking steps to address this.

## Care and Support

People are happy with the care and support they receive from Cara Caring, speaking highly of the manager and their care workers. People told us they were pleased to have care workers who they could laugh with, and who speak to them about their interests. One person told us *"I like all my carers"*. People experience positive rapport with their care workers and the manager of the service.

People told us that the care workers are friendly, professional, and reliable. People told us they were pleased to have consistent care workers, and in instances where it is not the same care worker each day, they always know the care worker coming to their home.

People are not involved in developing or reviewing their personal plans, or in setting personal wellbeing outcomes. Wellbeing outcomes included within the plan are not reviewed in line with regulatory requirements. Personal plans lack sufficient detail for care workers to follow to meet people's needs. Following the inspection, the service has begun to review personal plans in order to address this.

The service does not take appropriate action to manage risks, as risk assessments and personal plans are not reviewed in line with regulatory requirements. The information contained within them is not sufficient, nor transferred to care and support documents. Some significant risks that have been identified through initial assessment, such as risk of falls or risk of choking are not included in people's personal plans. There are no specific care plans to support staff to manage these risks in their daily care and support activities. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Care workers follow hygienic practices and the service has a good supply of personal protective equipment for care workers to use. People are satisfied with the approaches to hygiene used by the care workers.

## Leadership and Management

People speak highly of the manager of the service and told us that they have good communication with the manager and supervisors. People feel confident that they know who to contact if they have a concern or need support.

There are sufficient staff to support people effectively within the service, and people are happy with the continuity of their care workers. Some care workers are on zero hours contracts and have not been offered the choice of alternative contractual arrangements in line with regulations and have told us they would benefit from a secure contract and this would be their preference. Care workers told us they were happy working at the service.

The service provider has not always ensured that enough suitably qualified, trained, skilled, competent, and experienced staff are deployed to work at the service. This is because service has not carried out recruitment checks in line with regulations. We saw gaps in employment history, and references, which could place people at risk. Following the inspection, the service has updated their recruitment documentation to begin to address this.

The service provider has not ensured that staff receive an induction programme that equips all new staff to be confident in their roles and practice and enables them to make a positive contribution to the well-being of individuals using the service.

Care workers receive regular supervision, however the quality of the supervision provided is poor and does not support their wellbeing or performance. Following the inspection, the service has started to amend their supervision process to address this.

The service does not currently have a responsible individual (RI) in post, and the service provider has not made adequate arrangements for governance in the absence of the responsible individual. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

People told us they were happy with their call times, and that the service communicates with them if there are any changes. However, the service does not delineate the time allocated for travel time within their schedule of visits. Call times are scheduled without travel time, having no regard for the distance between the locations or any other factors which might reasonably be expected to affect travel time. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

### 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
21	The service provider has not ensured that care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.	New
6	Service providers have not made clear arrangements for the oversight and governance of the service in order to establish, develop and embed a culture which ensures that the best possible outcomes are achieved for individuals using the service and to meet the requirements of the Regulations.	New
41	The service does not currently allocate travel time as part of the scheduled visits	New
21(1)	The service is non-compliant with Regulation 21(1) of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. This was because the provider (registered person) did	Achieved

	not ensure that care and support was provided in a way that protects, promotes and maintains the safety and well-being of individuals.	
6	The service is non-compliant with Regulation 6 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. The service provider must ensure the service is provided with sufficient care, competence and skill having regards to the statement of purpose.	Achieved

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



**Date Published** 16/05/2023