



# Inspection Report on

**Pineshield Cardiff and the VOG**

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## **Date Inspection Completed**

12/03/2024

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## About Pineshield Cardiff and the VOG

Type of care provided	Domiciliary Support Service
Registered Provider	Pineshield Management Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17 and 31 March 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

Pineshield supports adults and children living in the community. Since the last inspection, there is a new registered manager who has responsibility for the day to day running of the service. People using the service and care staff know the manager well and feel they are always *“helpful and supportive.”*

People are happy with the support and they are consulted about their care. They are treated with dignity and respect, through a personalised approach to care and support. People are supported by professional care staff, with whom they have developed positive relationships with. People receive a consistent and reliable service.

There are personal plans in place to inform care staff the support people need and their personal preferences. We noted that some risk assessments require further strengthening. People told us that they feel that the care staff understands their needs and wants. There are effective arrangements in place to ensure people receive the right medication.

The care staff are led by a strong management team who are both visible and approachable. There are effective governance arrangements in place to monitor the quality and safety of the service. Policies are in place but they are currently under review. The manager and office staff have very good oversight of the service which is flexible and responsive.

## Well-being

People have as much choice as possible about the care and support they receive. People receive information to confirm what they can expect from the service, but some updates are required. Prior to the service commencing, an assessment of needs is completed and care visit times are agreed. Personal plans are developed that are meaningful to the person to achieve their outcomes. The service has recently commenced a hospital discharge response service. They work closely with Cardiff Local Authority and the hospitals to aid a smooth discharge back home and provide short-term care and support. People we spoke with were very complimentary of the service they receive and feel they are well organised and professional. People are consulted with at regular intervals but should be given the opportunity to contribute to their review.

People are safe and protected by the service they receive. Care staff are safely recruited to ensure people get the right support. People consistently tell us the standard of care is good from a well-trained staff team. People told us that they are aware of how to raise concerns and feel assured that this would be acted upon. There are assessments in place to inform care staff when there are risks, but these are being further developed. There are effective systems in place to ensure people receive the right medication, but auditing of records are needed.

People receive a reliable and caring service. People and their representatives speak positively about the support and assistance provided by care staff at the service. People receive the calls when they need and feel assured that this is well planned. Continuity of care is very good, meaning people and care staff have built valuable relationships based on trust.

There is strong leadership and management to ensure the standard of the quality of care is sustained. People using the service and care staff are highly complimentary about their relationship with the management and office team. There are effective quality assurance systems in place to evaluate and review the service, which keeps the Responsible Individual (RI) well informed. There needs to be improved arrangements in place to audit information which is an opportunity to identify any patterns and trends. Policies and procedures are in place but they are currently under review to ensure they reflect current guidance. Pineshield recognises the importance of seeking people's views to continue to improve the service. Records show that care staff are well trained and supported in their role. People benefit from care staff that feel valued and understand the needs of the individuals they support.

## Care and Support

People are provided with accurate information about the service but the documents are being further developed. There is a written guide which gives people and their relatives information about the service. There is a statement of purpose (SOP) which describes how the service is provided. We confirm that the service provision is reflective of information contained within these documents and can be relied upon.

Care staff are knowledgeable about the people in their care and are empathic and patient in their approach. People we spoke with told us *“The care staff are always respectful and greet me with a good morning when they enter my home”* and *“The staff are great, and they were always respectful of our home”*. Everyone we spoke with told us that the care staff understands their needs and provides a *“professional and caring service”*.

People are encouraged to contribute their views about how they would like to receive support and their preferences. We found the personal plans and risk assessments are detailed and they record the outcomes they wish to achieve. The manager intends to develop the risk assessments for people’s specific medical conditions to include proactive and reactive strategies. This is important to help staff to identify when there are changes and how to act accordingly. At each care call the staff accurately records the support provided. The personal plans are regularly updated, but the manager intends to give people the opportunity to be involved in their review. All the people we spoke with were complimentary about using the service. A person told us *“This is the first experience of care in the community and the quality of care is good and the staff are caring”*.

There are effective arrangements in place to ensure people receive the right medication. There is a medication policy in place for care staff to follow but this requires further updating. All care staff are adequately trained and competency assessed prior to administering medication. Personal plans document the extent to which individuals need support with their medication. We found that most medication administration records (MAR’S) are completed accurately. The RI gave assurance that regular audits of medication will be undertaken to identify patterns and trends for lessons learnt. Records confirm that timely referrals are made to professionals to help people remain as healthy as possible.

People are protected from harm and abuse. Accident and Incidents are reported and we found appropriate action taken by care staff, but the manager needs to maintain oversight of these. Records show the service deals promptly with arising issues which could impact on people's care and support. There is a safeguarding policy in place but needs to be updated to reflect current guidance for adults and children. Care staff have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Refresher training is received in an appropriate and timely manner. People told us that they understand how to raise a concern. A person told us "*The team listen to what you have to say and act upon it*". Care staff have access to a supply of personal protective equipment (PPE) and receive relevant infection control training to help prevent the spread of infection.

## Leadership and Management

Since the last inspection, there is a new registered manager who has responsibility for the day to day running of the service. Care staff and people using the service described the manager as “*approachable, supportive and they understand*”. Staff are highly complementary of the management and office team. Care staff told us, “*Everyone is super friendly and lovely to work with*” and “*They respond really quick and give solutions.*” We noted that 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.

The Responsible Individual (RI) forms part of the care team so knows people and care staff well and has a good understanding and oversight of the service. There are very strong strategic management and excellent high level reporting systems in place. They now provide a sustainable service which can continue to develop. The RI regularly speaks to people using the service to understand their experiences and help to make improvements. Although care staff are regularly consulted with, the RI intends to put a formal arrangement in place to capture their views. Policies and procedures are in place but they are currently under review to ensure they reflect current guidance. There are quality assurance arrangements in place to evaluate the quality of care and safety of the service but this can be further strengthened in line with regulations. This report details the areas for improvement and celebrates their successes. The RI gave assurance that they will put formal arrangements in place to audit key areas such as calls, daily records, care information, accident and incidents, safeguarding, and general compliance. This will ensure there are no missed opportunities to identify patterns and trends for lessons to be learnt. Care staff told us “*The company really cares*” and “*I love working for the company and feel valued*”. The manager told us they receive good support from the RI. The RI and management team oversight ensures a good quality service and focuses on meeting the needs of people and promoting their wellbeing.

People can be assured that they receive a safe service and are protected. We found there are robust and safe recruitment systems in place prior to the care staff commencing their role. The RI gave assurances that care staff will be offered a contractual arrangement based on their availability, which can be reviewed at least every three months. Care staff receive a comprehensive induction to help them carry out their duties safely and people told us they have confidence in the staff. The service provides a blended approach to training which consists of online and face to face training, which care staff value. Training records indicate the staff have access to a variety of core training opportunities and receive a good level of training.

Care staff receive regular supervisions and appraisals, where they can discuss any matters, receive support, and discuss their professional development. Spot checks are carried out by senior staff to make sure staff are working to the required standard. A staff member told us *“There are lots of potential with its training and development”*. The majority of care staff are registered with Social Care Wales and have gained skills through professional qualifications. Care staff told us *“I’ve had the opportunity to develop in my role, it’s nice to be recognised”* and *“I would recommend Pineshield to a friend”*.

People receive a flexible and reliable service. People told us that when there are changes the service always looks at ways to accommodate. There is a designated person for the scheduling and monitoring of calls. Calls are well planned to ensure care staff receives sufficient travel time in-between calls. People told us that they receive the call when expected and there are no missed calls. People generally receive the same care staff which they value. They told us *“It’s important to build a relationship”* and *“It makes me feel comfortable and I look forward to seeing the care staff.”* We noted improved oversight is needed to monitor that care staff stay for the duration of their call time. Where appropriate an explanation is provided when care staff leave the call earlier, or the manager reviews the time allocated. Despite this, people told us that care staff spend time chatting with people after they have completed their duties and do not feel rushed.



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

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