



Inspection Report on

Pagaqum Care Services

**First Floor Offices
Dominion Business Centre
Dominion Way
Cardiff
CF24 1PT**

Date Inspection Completed

15/02/2024

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About Pagaqum Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	PAGAQUM SERVICES LIMITED
Language of the service	English
Previous Care Inspectorate Wales inspection	08 December 2021
Does this service promote Welsh language and culture?	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 are very happy with the care they receive and speak fondly about the care staff who support them. Improvements have been made to care staff rotas to include dedicated travel time. Care staff feel valued, well supported and have no issues working at the service. Care staff receive appropriate training and have supervision with the Responsible Individual (RI) regularly. The RI is also the manager and is present at the service on a daily basis. Quality assurance monitoring takes place regularly and complaints to the service are taken seriously. Care staff treat people with kindness and respect and have built good relationships with the people they support because care staff continuity is very good. Improvements are required to personal plans of care to ensure they contain robust, detailed information and are reviewed and updated regularly. There are policies and procedures in place for the running of the service and people are given information about the service. Care staff recruitment is safe and robust as pre-employment checks take place prior to employment commencing.

Well-being

People can be assured they have autonomy over their lives. People are part of pre-service assessments and decide what care they require and when. Personal plans of care are in place but require improvement to ensure they contain more detailed information about people, their needs and how needs should be met. Risk assessments need to be included where necessary and documents should be reviewed regularly to keep them up to date. Quality assurance monitoring considers people's views of the service and people are made aware of the service they can expect to receive. The RI is available at the service and is approachable if people want to discuss any issues.

People are treated with dignity and respect. Care staff continuity is very good and ensures that people's care is delivered in their preferred way. People have developed good relationships with care staff and are pleased with the service they receive. People told us that care staff arrive on time, complete all required tasks and treat them with kindness and compassion. Care staff enjoy their jobs and feel well supported by the RI. There are policies and procedures in place which are reviewed and updated when required. The organisation's statement of purpose outlines what care can be provided, to whom, when and how. Care staff receive appropriate training and supervision and care staff rotas have been improved to include more travel time between consecutive care calls.

People are protected from abuse and harm. Pagaqum Care Services has a robust safeguarding policy in place and all staff attend training in the protection of adults at risk of abuse. The RI understands legal requirements of caring for vulnerable people and knows when safeguarding referrals should be made to the Local Authority. Complaints to the service are dealt with swiftly and monitored closely. The provider needs to ensure that Care Inspectorate Wales are notified of reportable incidents. Care staff recruitment is safe and robust. Pre-employment checks are completed correctly and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required. All care staff are registered with Social Care Wales, the workforce regulator.

Care and Support

People get the right care at the right time, but improvements to care documentation are required. Care staff continuity is very good and has ensured that people have built positive relationships with the care staff who support them. One person told us "*The carers are more like friends*". Good care staff continuity is important and ensures people receive their care in their preferred way. Improvements have been made to care staff rotas which now include sufficient travel time between most care calls but we have reminded the provider that travel time should be included between all care calls. People told us care staff arrive on time and stay the full duration of the allocated call time. People have a personal plan of care in place but we found that plans were not particularly person centred or outcome focused and did not contain robust enough information in regard to people and their needs. Personal plans are important documents as they guide care staff on how to meet people's need correctly. Improvements are needed to the reviewing of personal plans to ensure documents remain current and accurate. Whilst no immediate action is required, we have advised the provider that these are areas for improvement and we expect them to take action and will review this at the next inspection. We were given assurances that this would be addressed.

People are supported to have choice and control over their lives. An assessment of people's needs takes place prior to the service commencing to ensure the provider can meet the assessed needs correctly. A personal plan of care is put in place but would benefit from including the voice of the person being cared for and reference to their personal preferences, likes and dislikes. Care call times are agreed in advance but people told us the provider is very accommodating if they need to change their times for any reason. People told us that they are very happy with service they receive and one person said, "*the carers do everything I need and more*". People spoke positively about the care staff who support them and described them as "*excellent, brilliant and kind*". One person told us, "*I cannot praise them highly enough, I do not know what I would do without them*".

Leadership and Management

People benefit from the leadership and management in place. Pagaqum Care Services has an RI who is also the service manager and registered with Social Care Wales, the workforce regulator. The RI is present at the service during weekdays and has good oversight of the service. Quality assurance takes place regularly and includes seeking the views of people using the service, but reports need to contain further data as set out within the regulations. There are policies and procedures in place for the running of the service and to guide care staff of what is expected of them. Complaints to the service are taken seriously, dealt with correctly and monitored by the RI. There have been no safeguarding referrals made to the Local Authority safeguarding team since the last inspection. We have reminded the provider to ensure that Care Inspectorate Wales are notified of reportable incidents as required. People are given information about the service they can expect to receive and feel confident in raising any issues with the provider should they need to.

People are cared for by care staff who are well supported and safely recruited. Improvements have been made to care staff training and all care staff now receive appropriate training and feel well equipped to undertake their roles. Care staff receive supervision in line with regulatory requirements and feel well supported and valued by the RI. Supervision is important as it is an opportunity to discuss any practice issues or needs in a formal setting that is recorded. Care staff we spoke with told us they are happy working at Pagaqum Care Services and have no issues at all. One staff member said, *“I am well looked after”* and described the RI as *“great”*. Another staff member said, *“I love my job and have plenty of time to do what I need to do”*. We examined a selection of care staff personnel files and found them in very good order with all required information. We saw evidence that pre-employment checks including references and DBS certificates are applied for prior to employment commencing. Care staff identity and right to work are also checked correctly. These checks are important as they determine a person’s suitability to work with vulnerable people.

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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15	The provider needs to ensure that personal plans of care clearly outline people's needs and clearly detail how care staff are to meet these needs. Risk assessments need to be in place where required and people's personal goals and well-being outcomes should be evident.	New
16	The provider needs to ensure that personal plans of care are review when required but at least every 3 months. The review should include the person and/or representative and measure progress against well-being outcomes. All reviews should be documented and personal plans updated when any change occurs.	New
41	The provider is failing to incorporate travel time into staff rotas, when staffing are going directly from one service user to another.	Achieved

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