Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Churchfields Home Care

Churchfields Home Care Services, Unit 20 Palmerston Workshop, Palmerston Road, Barry, CF63 2YZ

01446405175

www.churchfieldshomecare.co.uk

The inspection visits for this service took place between 07/04/2026 and 09/04/2026

Service Information:

Operated by:	Churchfields Home Care Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Churchfields Home Care provides high-quality, personalised domiciliary care across the Vale of Glamorgan. The provider supports individuals in a wide range of circumstances, including older people with mental infirmities, physical disabilities, sensory impairments, learning disabilities, and mental health conditions. The provider focuses on enabling every client to maintain their independence for as long as possible.

Wellbeing is rated as “Excellent”. People experience exceptional wellbeing outcomes through care that goes beyond assessed tasks. Staff consistently enhance emotional wellbeing, identity, and quality of life through meaningful relationships and knowledge of what matters to each person.

Care and support is rated as “Excellent”. People experience very high-quality care and support which is person-centred, respectful and responsive.

Leadership and management is rated as “Excellent”. The provider has a clear, values-led approach where dignity, respect, openness and learning shape everyday practice.

Findings:

Well-being — Excellent

Without exception, people are treated with dignity and respect and are actively supported to identify their wellbeing outcomes and build on their strengths. The provider will further enhance practice by clearly evidencing this impact within care documentation. People consistently told us that care staff recognise them beyond their care needs and understand their lived experience, supporting dignity, emotional safety and resilience. A relative told us, *"They treated him with such dignity and compassion."* Care staff focus on what people can do, enjoy and value, enabling people to thrive. People are supported to pursue meaningful and aspirational activities that reflect their interests, identity and goals. One person told us, *"This makes such a difference to my wellbeing."*

For the most part, people have full and meaningful control over their day-to-day lives. Their involvement is evident through decisions shaped by personal routines, moods and preferences, with care adapted sensitively during periods of distress or ill health. People consistently described staff who listen attentively and respond with empathy. One person told us, *"They are empathetic and provide encouragement when I am struggling with my condition."*

The provider demonstrates excellent positive risk management, promoting independence while safeguarding wellbeing. We saw strong partnership working with occupational therapy to support one person with significant mobility difficulties to achieve her goal of walking independently. This reflects staff skill in weighing risks and rewards to maximise confidence, independence, and wellbeing.

People receive extensive support to understand information about their care. Individual rotas and personal plans are shared using a range of methods. The provider is responding positively to feedback and taking steps to further enhance how information is shared with people.

Communication needs are met creatively and sensitively. One person who experiences difficulty recalling words is supported through the use of picture cards rather than verbal prompts, promoting dignity and independence. The provider actively promotes the Welsh language offer.

People experience exceptional wellbeing outcomes through care that goes beyond assessed tasks. Staff consistently enhance emotional wellbeing, identity, and quality of life through meaningful relationships and knowledge of what matters to each person. Examples include singing together, watching musicals, celebrating seasonal events, and supporting community participation such as choir involvement.

People told us they feel safe, protected, and confident to raise concerns, trusting the service to respond appropriately. The provider works in close partnership with families and wider support networks, keeping relatives informed during periods of frailty, illness, and end-of-life care. One relative told us, "*They communicate clearly and proactively. It gives me great peace of mind*."

Care & Support — Excellent

With very few exceptions, people experience high-quality care and support which is person-centred, respectful and responsive. We saw clear evidence the provider carries out thorough, individualised assessments to determine whether people's needs can be safely and effectively met before care packages commence. These assessments consider people's routines, preferences and risks, ensuring care is only offered where the service is confident it can meet needs appropriately.

People are actively and meaningfully involved in planning their care. Staff use personalised strategies to ensure people are engaged and supported to express how they wish their care to be delivered. Care plans and assessments clearly reflect people's routines and preferences. We found highly personalised support plans, including detailed step-by-step moving and handling guidance, which supports consistent and safe delivery of care.

Families are actively involved in care planning and kept informed of changes, particularly during periods of illness, frailty or fluctuating needs. Relatives confirmed a collaborative approach, with one telling us, *"They put my mother's needs central to their work."* This supports continuity and reassurance for families. Dignity, equity and respect are embedded across care documentation and reviews. People are supported to maintain control during personal care and are offered choices wherever possible. For example, people are given the option to wash themselves, with staff providing gentle encouragement rather than taking over tasks. Relatives consistently described dignified care which is based on individual's wishes and values. A family member told us, *"They respect her wishes."*

Staff told us how learning from reviews informs practice. We saw effective systems in place to ensure changes to care plans are shared electronically, with staff required to read updates before accessing care calls. This ensures learning is embedded consistently and care remains responsive to changing needs.

Discussions with staff demonstrated care is delivered by skilled and knowledgeable staff who understand people's individual needs, preferences and identity. A stable core team supports continuity and enables staff to develop a strong understanding of people's routines and how they wish to receive care.

People are kept safe by a strong safeguarding approach, with a proactive culture focused on openness and shared responsibility. Risks are identified, monitored and escalated appropriately. Staff are instructed to report concerns immediately, and people told inspectors they feel safe and confident in the care they receive.

People receive their medications in line with a robust policy, supported by ongoing refinement of protocols to strengthen clarity and confidence in emergency situations. Safe infection prevention and control practices are embedded. We observed staff washing hands and wearing appropriate

PPE, supported by regular management audits to ensure consistent practice.

Leadership & Management — Excellent

People have high levels of confidence in the provider. Leaders have created and sustain a strong, positive culture that is supportive, inclusive and respectful. The service is well led and managed, with leadership providing stability and continuity during periods of change. Care staff told us that recent management changes have not had a negative impact on the service. They described improved communication, effective leadership arrangements and a service that is well organised and settled. The provider uses audits to monitor how the service is performing and takes action to maintain consistently high standards of care.

The provider has a clear, values-led approach where dignity, respect, openness and learning shape everyday practice. Leadership is described by people using the service and staff as approachable, professional and responsive. Staff told us they feel supported and listened to, and that leaders are open to feedback focus on learning rather than blame. Mistakes are viewed as learning opportunities. . One staff member said, *"You can approach all the leaders, they're all brilliant,"* while another told us, *"It's all professionally run."* The Responsible Individual is highly visible and accessible, regularly engaging directly with people using the service and staff.

Recruitment and workforce management are well organised and effective. Senior staff have previous frontline care experience, which helps ensure decisions remain focused on people's needs. Recruitment takes account of linguistic ability and Welsh language requirements, supporting inclusive care. The provider's aims and objectives clearly guide how care is delivered and are reviewed regularly with involvement from people using the service and other stakeholders. Care is supported by strong systems, including regular reviews of care plans and risk assessments, with feedback used to make improvements.

The provider works positively with others in the sector and supports local community initiatives. Examples include partnerships to provide Christmas meals, the sharing of wellbeing information, and sponsorship of a local Memory Café. Feedback from people using the service is actively encouraged and valued. During visits and one-to-one discussions, people spoke openly about their experiences and confirmed high levels of satisfaction, confidence and emotional safety. One person told us they felt *"safe and reassured"* by the care they receive.

There is a strong focus on developing leadership skills and recognising staff achievements. People benefit from a stable and skilled staff team who know them well and provide continuity of care. No agency staff are used.

Training and development are a clear priority, supported by a strong induction programme, regular supervision and mentoring. One new staff member described the support they received as *"Amazing."* Staff told us they feel proud to work for the service, feel valued and want to stay. When asked if the provider could do anything better, everyone said no.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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