Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cara Caring Services Limited

28-32, Commercial Street, Cwmbran, NP44 1AE

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www.cara.wales

The inspection visit took place on 05/05/2026

Service Information:

Operated by:	Cara Caring Services Limited
Care Type:	Domiciliary Support Service
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	Good
Leadership & Management	Good

Summary:

Cara Care is a domiciliary care service operating in the Gwent region, providing support to people in their own homes.

Overall, the service delivers high-quality, person-centred care, with strong outcomes for people. We found that people achieve excellent well-being outcomes, as care staff consistently support individuals to live independently, maintain control over their daily lives and achieve meaningful personal goals. People benefit from compassionate care, strong relationships with care staff and a clear focus on promoting emotional wellbeing, reducing isolation and enabling community engagement.

We found people receive good care and support, which is tailored to their needs and preferences. Personal Plans guide care effectively, and care staff demonstrate a good understanding of people's needs. People report positive experiences, describing care staff as kind, respectful and reliable. The service responds well to changing needs and maintains good communication with families and professionals.

Leadership and management is also good. Effective systems are in place to support the safe and consistent delivery of care. Leaders promote a positive culture, where care staff feel supported and valued. Quality assurance processes, including feedback systems, are used well to drive continuous improvement and ensure the service remains responsive to people's needs.

Findings:

Well-being — Excellent

People achieve excellent well-being outcomes. People experience highly effective, person-centred support which enables them to live fulfilling and independent lives. Care and support is clearly focused on what matters to individuals, and personal outcomes are regularly reviewed to ensure support remains relevant and meaningful.

Care staff consistently promote choice, control and independence. People are actively involved in decisions about their daily lives and are supported to make meaningful choices about their routines, activities and care. We saw strong evidence of positive risk-taking, enabling individuals to build confidence and maintain autonomy. For example, people are supported to gradually overcome personal barriers to community engagement through a carefully paced and structured approach. Staff work closely with individuals, offering reassurance and encouragement in line with their preferences and needs. This results in increased confidence to access the community, participate in social activities and develop greater independence, with clear benefits to emotional wellbeing and overall quality of life.

We also saw examples of care staff supporting people to reduce loneliness and social isolation, recognising the importance of emotional wellbeing and relationships. People are supported to develop meaningful interests, connections and routines that enhance their sense of purpose and companionship. This demonstrates a holistic approach to care, where emotional, social and practical needs are considered. Care staff demonstrate a strong commitment to supporting people to achieve their outcomes. The service uses a reablement and strengths-based approach, enabling people to regain confidence and skills following illness or life changes. People are supported to develop independence in daily tasks such as preparing food, managing routines and maintaining their home environment, promoting long-term wellbeing.

People experience compassionate, dignified and respectful care. People told us, *“They’re lovely, they’re friendly.”* and *“I can’t fault them.”* People also said care staff give them time and do not rush them, which helps them feel valued, listened to and respected. Relationships between staff and people using the service are positive and based on trust. Care staff support people to remain safe while maintaining independence. Safeguarding practices are well understood by care staff and management and embedded in daily practice, ensuring risks are managed appropriately without limiting people’s freedoms.

Leaders and care staff use feedback effectively to improve outcomes. The “You Said – We Did” approach clearly demonstrates how people’s views are listened to and acted upon, resulting in continuous improvement and responsive care delivery.

Care & Support — Good

People receive good quality care and support. Many people experience care which is person-centred, respectful and responsive to their needs. Care staff use personal plans effectively to guide care delivery. Plans include information about people's backgrounds, preferences and routines, helping care staff understand what matters to them and to deliver personalised support. We also found these plans are reviewed regularly, ensuring the details remains relevant and reflects people's needs.

Care staff complete detailed daily care records that include observations of people's presentation and mood as well as outlining what support was provided. This demonstrates a person-centred and responsive approach, as staff are alert to changes in wellbeing and adapt support accordingly. Recording this information helps ensure continuity of care and enables staff to respond promptly to any concerns, supporting people in a way that reflects their current needs, preferences, and emotional state.

People consistently report positive experiences. People told us, *"They don't rush me."* and described the care staff as *"Wonderful… one of the best ones that I've had."* This shows care staff provide compassionate and attentive support. Care staff build positive relationships with people and maintain continuity of care. People see familiar care staff, which supports trust and enables staff to understand individual needs well.

The service responds well to changing needs. Care staff work flexibly and adjust support when people's circumstances change. Relatives told us, *"They'll contact me straight away if anything is wrong,"* demonstrating effective communication and partnership working. We saw evidence that care staff act promptly when concerns arise, with timely discussions and referrals made to external professionals such as General Practitioners. Care staff recognise changes in individuals' health or wellbeing and take appropriate action. This demonstrates a proactive approach to care, ensuring people receive the right support at the right time and that potential issues are addressed before they escalate.

Personal Plans are reviewed regularly, ensuring care remains relevant and reflects people's needs. This supports ongoing monitoring and continuity of care. Overall, care staff provide consistent, compassionate and person-centred care, helping people feel safe, respected and well supported in their daily lives.

Leadership & Management — Good

Leadership and management is good, with effective systems in place that support the delivery of high-quality care and positive outcomes for people. The manager operates an open-door policy, and staff told us they feel confident approaching management with any issues. During our visit to the branch office, we observed the manager and senior staff providing guidance and support to care staff and people receiving support over the phone, ensuring both people using the service and staff are kept informed of any changes or developing information. Leaders demonstrate clear oversight of the service and promote a culture of openness, accountability and continuous improvement.

Leaders ensure care staff are appropriately trained and supported. Staff have access to a range of online and face-to-face training tailored to their individual needs, enabling them to develop the skills and knowledge required to provide safe and effective care. The service is committed to developing its workforce, with many care staff supported to undertake their Health and Social Care Level 3 qualification and further professional development. Supervision takes place routinely, allowing staff to reflect on their practice and feel supported in their roles. Staff also describe feeling well supported through regular communication, spot-checks, supervision and annual appraisals. These systems support staff performance and help to maintain consistent standards of care.

Care staff describe a positive working environment. Most staff feel supported by leaders and value the teamwork within the service. This contributes to a stable workforce and continuity of care for people. Leaders actively promote staff wellbeing and engagement, which supports staff retention and morale.

Leaders have effective recruitment processes in place to make sure staff are suitable to work in the service. Records show that all necessary safety checks, including Disclosure and Barring Service (DBS) checks, are completed. New staff receive an induction that is tailored to their individual learning and development needs, helping them to feel prepared and confident in their roles.

Quality assurance systems are in place and include audits, monitoring tools, and feedback from people using the service and staff. These processes enable leaders to identify areas for improvement and take appropriate action to enhance service delivery.

Overall, leaders demonstrate a positive, supportive and well-organised approach. Systems and processes are in place and operate effectively to support care staff and deliver good outcomes for people.

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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