Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

April Complete Care Solutions

April Complete Care Solutions Ltd, 14 Hendre Road Pencoed, Bridgend, CF35 5NW

01656 863963

http://aprilcare.co.uk/

The inspection visit took place on 14/09/2026

Service Information:

Operated by:	April Complete Care Solutions Limited
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

April Complete Care Solutions Limited provides care and support to adults living in their own homes across Cardiff and the Vale and Cwm Taf Morgannwg. People experience good outcomes because care staff provide consistent, compassionate support that promotes independence, dignity, choice and wellbeing. People told us they feel safe and valued and benefit from positive, trusting relationships with care staff who know them well. Care staff understand people's individual preferences, routines and deliver support that reflects these. The service has effective systems to assess, plan and review care, helping to ensure support remains responsive to people's changing needs and personal outcomes.

The provider works collaboratively with relatives, health professionals and partner agencies to promote people's health, wellbeing and community involvement. The responsible Individual (RI) maintains good oversight of the service through regular monitoring, auditing and quality assurance processes. Effective arrangements support safe medication administration, safeguarding practices, infection prevention and control, and staff development.

The service benefits from a dedicated manager who provides clear day-to-day leadership and remains committed to improving outcomes for people. While undertaking the qualification required for registration, the manager continues to drive service development, support staff and strengthen quality assurance arrangements. The provider demonstrates a commitment to continuous improvement and responds appropriately to feedback, complaints and incidents.

Findings:

Well-being — Good

Systems are in place to promote people's safety and wellbeing. The provider has embedded a positive culture within the service, giving care staff confidence to deliver good quality care while keeping people as safe as possible. People know how to access the on-call system, with the duty contact number readily available in their records at home.

People benefit from support provided by a skilled and knowledgeable staff team. Care staff demonstrated a good understanding of the people they support, including their individual needs, preferences and communication methods. During discussions, care staff confidently described how they promote people's independence, well-being and choice. People told us care staff mostly arrive on time and always provide support in a reliable and consistent manner. People understand who to speak to if they have concerns and receive support from care staff who know how to respond appropriately to safeguarding issues.

The service has an accessible service user guide which explains how to raise concerns or complaints, and people tell us they have confidence in the manager, and she responds timely and appropriately to any concern or question.

People maintain positive relationships with family, friends and their local communities. Care staff support people to remain connected to those who are important to them and encourage participation in activities that matter to them.

People are safe and protected from abuse and neglect. People benefit from care delivered by care staff who are recruited safely and understand their responsibilities for safeguarding and protecting vulnerable adults. Feedback confirms people feel safe with the care staff who support them, and relatives described carers as "*Polite*", "*Supportive*" and "*Respectful.*"

The service is currently working towards the Welsh active offer and has introduced some basic Welsh words into monthly posters as well as embracing Welsh culture with St Davids Day events, and the translation of key documents if requested, whilst demand is low.

We saw examples of people being supported to maintain community connections, attend day services, reduce social isolation and sustain relationships which are important to them. These approaches enable people to feel valued, listened to and connected to their communities.

Care & Support — Good

People experience good outcomes because the service delivers care and support that is planned, personalised and responsive to individual needs. The provider completes an assessment before people begin using the service to determine whether it can meet their care and support needs safely and effectively. Management develop personal plans with people and, where appropriate, their representatives. Personal plans provide clear information about people's care and support needs and guide staff in delivering consistent support. The service reviews and updates personal plans regularly to reflect changes in people's needs and circumstances, helping to ensure information remains accurate and current. People told us they are involved in discussions about their care and support and are encouraged to contribute to reviews. The provider has opportunities to further enhance personal plans by capturing more detail about people's individual preferences, strengths, life histories and personal aspirations, which would support an even more person-centred approach to care and support planning.

People are protected from harm and abuse. The service has established safeguarding procedures, staff training and reporting arrangements which support safe care delivery. The service's size means managers can participate and maintain direct oversight of people's care and respond promptly when concerns arise. Although further development of some specific risk assessments is required, staff demonstrate a good understanding of people's individual risks and the actions needed to minimise them.

People and their representatives described positive relationships with staff and the management team. Feedback confirmed people are treated with kindness, dignity and respect. Comments included, "*The care staff I get are great, friendly and keen to help*", "*They are absolutely fantastic*" and "*They are the best and most consistent carers I've had*." Relatives told us they felt able to contact the management team with any questions or concerns and were confident these would be addressed appropriately. They said, "*I would recommend the service as it is very good*", "*They are very good at informing me if something is needed*" and "*We would describe the care staff generally as very good/excellent*". This demonstrates the service maintains open communication and values the views of people using the service and those important to them.

People receive support to maintain and promote their health and well-being. The service has effective medication management procedures, supported by clear policies and staff training, which help ensure medicines are taken safely. Staff understand their responsibilities in relation to infection prevention and control and consistently implement safe working practices. They use personal protective equipment appropriately, maintain good hand hygiene and follow service policies and national guidance. These arrangements help minimise the risk of infection and support people's health, safety and well-being.

Leadership & Management — Good

The service has effective leadership and management arrangements that support positive outcomes for people. Management promote a positive culture and maintain oversight of service delivery. Staff, people and relatives told us the manager is approachable and responsive. The service was recognised nationally in 2025, receiving an Investors in People UK Employer of the Year Award in recognition of its commitment to supporting and developing its workforce.

The Responsible Individual (RI) is providing ongoing support to the current manager to enable them to achieve the qualification required for registration with Social Care Wales. This includes regular supervision, mentoring, and access to relevant training and development opportunities. The RI monitors progress against agreed learning objectives and maintains frequent contact with the manager to identify and address any barriers to completion. While supporting the manager's professional development, the RI continues to maintain close oversight of the service through regular quality assurance activities, review of performance information, staff feedback, and monitoring visits. This ensures the service remains well managed, safe, and compliant whilst the manager works towards meeting the registration requirements.

People receive support from care staff with the necessary knowledge, skills, and qualifications to meet people's care and support needs. Personnel files were viewed and we saw effective and safe arrangements in place to recruit, train and support staff. This includes pre-employment checks are completed, and Disclosure and Barring service (DBS) checks are in place and renewed as required. Care staff undertake a range of core and role-specific training relevant to the needs of the people they support. Training compliance, supervision, competency assessments and professional registrations are monitored, helping ensure staff maintain the knowledge and skills required to deliver safe care. Staff consistently described a positive and supportive working environment. Staff told us, "*Management are always approachable*", "*I would recommend April to work for*" and "*I always feel valued within my job*".

The provider maintains effective oversight and governance arrangements that promote a positive, compassionate culture and support the delivery of person-centred care. They engage with people and families who told us they feel confident raising any concerns with care staff or the management team. We saw audits are routinely completed by the RI and the records seen confirmed they and the management team are visible at the service regularly, meet with people and support staff, and have good oversight of service delivery. Quality of care reviews are completed every six months to assess the quality of the care and support provided at the service and identify areas where improvements can be made. Service policies and procedures provide guidance to staff and ensure practice remains safe and effective.

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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