Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Danygraig domiciliary care agency

Glamorgan Care Ltd, Danygraig, Porthcawl, CF36 5SR

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www.danygraighouse.co.uk

The inspection visits for this service took place between 20/04/2026 and 22/04/2026

Service Information:

Operated by:	Glamorgan 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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Dan Y Graig Domiciliary Care Agency provides domiciliary care and support to people living in their own homes within Bridgend and the surrounding areas.

People receive care and support that contributes positively to their well-being. Support is delivered in a way that promotes people's ability to live independently and maintain their health and Well-being. People, and where appropriate their representatives, are involved and consulted in decisions about the care and support they receive and there are arrangements to ensure people are safeguarded from harm and abuse.

The quality of care and support provided is good. Staff demonstrate positive and respectful relationships with people and have a good understanding of individual care and support needs. People have up-to-date personal plans that reflect their current circumstances. These plans are co-produced with people, their representatives and the service provider, supporting care that is responsive and centred on people's outcomes.

Leadership and management are good, with effective oversight in place to support the delivery of safe, good quality care. The provider routinely gathers feedback from people and staff to monitor performance and drive continuous improvement. Robust recruitment practices, alongside a comprehensive induction programme and ongoing supervision and training, ensure staff are well supported and able to carry out their roles confidently and competently.

Findings:

Well-being — Good

People are treated with dignity and respect and are supported to maintain control over their day-to-day lives. Feedback indicates people experience positive relationships with care staff and benefit from good continuity of care. One person told us, *"The staff are great, I get on well with them, I don't have any complaints,"* while another commented, *"They are generally reliable, usually arrive on time and are very helpful."* People also told us that communication with the service is effective. They reported being regularly consulted about their care and support, which helps to ensure their preferences are understood and that care provision is aligned with what matters to them.

People are supported to maintain their health and well-being. People's care and support needs are regularly reviewed, and personal plans are updated to reflect any changes in need or circumstances. The service benefits from low staff turnover, which supports continuity of care. Care staff know people well and can recognise changes in people's presentation, escalating concerns appropriately to relevant health care professionals for advice and support when required. People are supported to receive their prescribed medicines safely and as directed by the prescriber. Infection prevention and control measures are in place and used effectively to help protect people from the risk of infection.

Arrangements are in place to safeguard people from harm and abuse. The service provider ensures care staff are recruited safely, with all required pre-employment checks completed prior to commencing work. Care staff receive ongoing training to develop and maintain their knowledge and skills. Staff spoken with confirmed they have completed safeguarding training and are familiar with the procedures for recognising and reporting concerns. Potential risks to people's health and safety are identified, assessed and clearly recorded within people's personal plans, along with appropriate measures to manage and reduce identified risks. People are provided with accessible information to support them to raise concerns or make a complaint. The service supplies a written guide which includes practical information about the care provided, as well as details of the complaints process. Relevant policies and procedures are in place to support safe and effective practice.

Care & Support — Good

People receive a good standard of care and support. Prior to care commencing, assessments are completed to ensure the service is able to meet people's needs. Assessments take account of people's personal outcomes, preferences and the level of care and support required, supporting the delivery of care that is appropriate and responsive to individual needs.

When a person's service begins, a personal plan is developed. Personal plans are tailored to people's individual needs and provide clear guidance for staff on how to support people to achieve their personal outcomes. Plans include identification of risks to people's health and safety and outline measures in place to reduce these risks. We reviewed a sample of personal plans and found they are generally comprehensive, although, some could be strengthened by including further detail about specific health needs. This was discussed with the management team, who assured us actions would be taken to address this. Care staff can access personal plans through an electronic care management system. This system also enables staff to record daily care notes and highlight any concerns so these can be followed up appropriately. People and their representatives are actively involved in developing personal plans and are regularly consulted about their care through three-monthly personal plan reviews.

People are supported appropriately with their medication needs. Care staff receive training in medication administration, and their competency is regularly assessed by the management team. Records viewed during the inspection indicate people receive their medication as prescribed. Regular medication audits are completed to identify and address any discrepancies, supporting safe medication practices. Medication management is underpinned by an up-to-date medication policy, which is aligned to best practice guidance, helping to promote safe and consistent practice.

Infection prevention and control measures are in place to reduce and manage the risk of the transmission of infection. Staff demonstrate a good understanding of their responsibilities and receive appropriate training, supported by an up-to-date infection control policy. Care staff have access to suitable personal protective equipment (PPE), and people confirmed care staff use PPE appropriately when providing support with tasks such as personal care. During the inspection, we also observed care staff wearing the required level of PPE when providing care and support.

Leadership & Management — Good

People achieve positive outcomes because the service provider demonstrates a strong commitment to employing skilled and knowledgeable care staff. The service ensures there are sufficient suitably qualified and trained staff to meet the needs of the people currently receiving care and support. Care staff are recruited in line with regulatory requirements, with all necessary pre-employment checks completed, including references from previous employers and Disclosure and Barring Service (DBS) checks. On commencement of employment, care staff complete a structured induction programme which includes shadowing experienced team members, mandatory training and competency assessments. Care staff are then registered with Social Care Wales, the workforce regulator, supporting the delivery of safe, professional and accountable care.

Care staff are appropriately supported in their roles and receive training to meet the needs of the people they care for. Records reviewed show staff are largely up to date with mandatory training requirements. Staff spoken with during the inspection told us that the quality of training provided is good and supports them to deliver safe and effective care. Formal support arrangements are in place and include regular one-to-one supervision, annual appraisals and team meetings. Staff also have access to an employee assistance programme and receive additional incentives, such as a Christmas bonus. Feedback from staff about working for the service was positive. One member of staff told us, *“I really enjoy working here; communication from management is good and they are very supportive. I’ve worked for other services, and this one is better than most.”*

The service is well led, with effective quality assurance arrangements, governance and oversight in place to support the safe and effective delivery of care. There is a visible and approachable management team who take a hands-on role in coordinating the day-to-day running of the service. The Responsible Individual (RI) maintains appropriate regulatory oversight, evidenced through three-monthly visits during which they speak with people using the service and staff, and review the quality of care being provided. A six-monthly quality of care review is completed, with a report produced following each review. We reviewed the most recent quality of care report and found that it clearly identifies strengths within the service alongside areas for further development and includes analysis of significant events. In addition, the manager completes a range of audits, including those relating to safeguarding referrals, complaints and staff matters such as training and supervision. Together, these arrangements support effective governance, continuous improvement and the smooth running of the service.

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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