Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

GJ Care and Training Ltd

Unit 1b, Palmers Vale Business Centre Palmerston Road, Barry, CF63 2XA

01446720124

The inspection visit took place on 27/11/2025

Service Information:

Operated by:	GJ Care and Training Ltd
Care Type:	Domiciliary Support Service
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	Requires Improvement

Summary:

GJ Care and Training Ltd provides community-based support to people in the Vale of Glamorgan.

Most people experience good well-being and care outcomes because care staff deliver person-centred support that prioritises individual choices and preferences. Care staff promote independence and well-being through tailored personal plans, which they review regularly. Robust safeguarding, safe medication practices, and effective infection control help people feel safe and supported.

Leadership and management require improvement. New systems and audits are in place but are not yet fully embedded. Training has started, but some core areas for care staff remain outstanding and are scheduled for completion in 2026. The service needs to improve scheduling of care calls and allocation of staff travel time to promote continuity and minimise disruption to people's care and support. Recruitment and vetting processes protect people from harm. Care staff report that managers respond promptly and that they feel confident raising concerns.

Since the last inspection, leadership has strengthened with a new Responsible Individual (RI) and Manager in post. The provider shows a clear commitment to ongoing investment and development, introducing new systems and processes that support continuous improvement and positive outcomes for people.

Findings:

Well-being — Good

Most people achieve positive outcomes for their health, safety, and well-being because care staff place individual choices and preferences at the centre of support. The service works with people to create personal plans that reflect what matters most to them. To ensure care staff understand people's needs and routines, detailed personal plans and risk assessments are in place before care begins. These plans are reviewed regularly so that people's voices drive meaningful changes in their care. The service recently sent feedback surveys to gather people's views and satisfaction, and these insights will inform ongoing improvements. The service actively promotes choice, including language preferences, and is strengthening its Welsh language offer. A few people using the service speak Welsh, and some care staff communicate bilingually, enabling people to express themselves in their preferred language.

People feel safe and protected from harm because the service maintains robust safeguarding arrangements. Care staff complete thorough safeguarding training and confidently raise concerns when necessary. People and care staff report feeling secure, knowing the service responds quickly and effectively to any issues. The service actively monitors patterns and trends, using lessons learned to improve practice. When people's health needs change, the service acts swiftly to seek appropriate advice and support. Medication is managed safely, with trained care staff ensuring correct administration and competency checks planned.

Care & Support — Good

Most people receive good quality of care and support because care staff follow their personal plans and understand their individual needs and routines. People actively participate in regular reviews, shaping their support, and care staff consistently respect their preferences. People described their care as *"marvellous, great, caring and respectful."* To further strengthen outcomes, the service must complete a thorough pre-assessment for every new person before care begins. This ensures needs and risks are fully understood and managed from the outset, promoting safe and personalised care.

Care staff manage medication safely for people. Since the last inspection, the provider has updated the medication policy to reflect current good practice. All care staff receive training in administering medication, and the provider has planned competency assessments for 2026. Each person has an individual medication plan that sets out how care staff support them safely with their medicines. Regular audits help ensure care staff remain vigilant and comply with safe medication management. When people's health or well-being changes, the provider acts promptly and seeks advice from health professionals as needed.

People feel safe and protected from harm and abuse due to robust safeguarding systems and prompt responses to incidents. Care staff receive thorough safeguarding training to understand the different types of abuse and can confidently raise concerns when necessary. People know who to contact if they have a concern and trust that the service will act swiftly. The provider refers concerns to professional agencies where appropriate, providing further assurance. A designated safeguarding lead manages all concerns consistently. The service uses lessons learned from incidents to strengthen safeguarding practices and drive continuous improvement.

People benefit from strong infection prevention measures that help keep them safe. Care staff follow robust policies and receive regular training to maintain high standards. People told us they use personal protective equipment (PPE) effectively. Managers monitor compliance through audits and spot checks, which supports continuous improvement and ensures people remain protected from infection risks.

Leadership & Management Requires Improvement

Following the last inspection, the service has strengthened its leadership. The company has new directorship, with a suitably qualified Responsible Individual (RI) and manager in post. Both bring relevant experience and demonstrate a clear commitment to ongoing investment and development. They have introduced new systems and processes that drive continuous improvement. The manager reports feeling well supported and mentored by the RI.

People can be assured that governance and oversight have strengthened. The RI visits the service regularly and uses these opportunities to engage directly with people, seeking their views to identify strengths and areas for improvement. At the time of inspection, the service had issued a survey to people to gather feedback on their overall satisfaction; results are yet to be available. Quality care reports will be produced every six months to support ongoing evaluation of quality and safety. Since the last inspection, the provider has introduced quality assurance systems and audits to monitor service performance. These processes now need to be fully embedded to identify patterns and trends, enabling swift action for improvement. People and care staff actively share feedback, and managers listen and respond, ensuring people's needs remain central to service delivery.

There is robust recruitment, and vetting checks take place before employment begins, protecting people from harm. New care staff complete a structured induction programme and training to understand their role. This includes shadowing experienced colleagues to learn about the needs and conditions of the people they support. Since the last inspection, the provider has invested in staff training in several areas and plans to roll out a comprehensive training programme in 2026. Care staff told us they have noticed an increase in training, which helps ensure their practice aligns with current guidance and good practice. This is an area for improvement to enhance people's outcomes, and the provider is committed to taking further action.

Care staff receive regular supervision sessions, which they value as an opportunity to seek support and discuss their professional development. The provider has introduced regular team meetings to encourage collective feedback and information sharing. Care staff told us these meetings are beneficial and would like to see them happen more often.

People receive the care calls they need, which are usually delivered reliably and within the agreed timeframe. However, continuity of care staff is inconsistent, and often the office does not communicate changes. This lack of familiarity can affect people's health and well-being, as some may feel uncomfortable with unfamiliar care staff in their homes, a situation that could be avoided

with better communication. Currently, care staff do not receive travel time between calls, which sometimes forces them to leave early to reach their next visit. The provider acknowledges recent staffing challenges and is acting. At the time of inspection, the provider recognised the need to improve call management and committed to introducing a new electronic system to enhance oversight, continuity, and reliability. This is an area for improvement, and the provider is actively implementing changes.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People should receive continuity of care, supported by improved scheduling of calls that allows sufficient travel time between visits for care staff. The current lack of familiarity among some staff, combined with poor continuity and inadequate travel time, is affecting people's well-being and could be avoided through better planning and stronger oversight.	26/11/25
Care staff should continue to receive core training relevant to their role, along with specific training to understand the conditions of people they support	26/11/25

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

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