Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

PC Cymru Care Ltd

9 Oxleaze Reen Road, Newport, NP19 4FQ

01495443100

The inspection visits for this service took place between 14/07/2026 and 27/07/2026

Service Information:

Operated by:	P.C. Cymru Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

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

Summary:

PC Cymru Care Ltd provides a supported living service for a small number of people in the Caerphilly area. The service supports people with a learning disability and/or autistic spectrum disorder.

People are supported to exercise choice and control over their daily lives and to participate in activities that reflect their interests and preferences. They access opportunities within the local community and are supported to pursue activities that are meaningful to them which is why we rated the well-being theme as good.

Personal plans take a strengths-based approach and identify people's abilities, skills and areas of independence, as well as the support they require from care workers. Plans reviewed provide guidance on meeting people's individual needs and achieving positive outcomes. However, written records do not always fully reflect the knowledge and understanding demonstrated by care workers regarding the people they support and we issued an area for improvement. Overall, this theme is also rated as good.

Leadership and management arrangements are in place to support the safe operation of the service. Recruitment records demonstrate appropriate pre-employment checks are completed, and systems are in place to monitor the quality and safety of care provided. This theme is also rated as good.

Findings:

Well-being — Good

People have as much control over their daily lives as they are able and are supported to make choices about matters important to them. Care workers support people to develop and maintain their independence skills in line with their individual needs and preferences. People choose the activities they wish to participate in and are supported to access a range of opportunities within the local community. This includes attending community groups, participating in local activities and taking part in trips further afield. Care workers demonstrate a flexible approach to their working arrangements to ensure people can pursue activities, interests and hobbies of their choosing.

People are supported to communicate in ways that meet their individual needs. Discussions with care workers and a review of records demonstrated that staff have a good understanding of people's preferred methods of communication and how they express their wishes, feelings and choices. Care workers support people to communicate their views and to make their opinions known. Each person has a personal plan which includes information about their communication needs. Although care workers demonstrated detailed knowledge of people's individual communication styles, this information was not consistently reflected in people's written plans. As a result, guidance on how to support communication was not always clearly documented, increasing the risk of inconsistent practice. Information about the service is available to people, including a service user guide. Some of the documentation reviewed is not available in formats that are accessible to all people using the service. The service does not currently provide the Welsh Active Offer as there is no one currently within the service who wishes to communicate in Welsh..

Well-being goals are included within people's personal plans. Records reviewed show that people are involved in identifying and working towards goals that are important to them. Some goals are clearly person-led and reflect individual wishes, preferences and outcomes. However, some goals are more focused on the actions of care workers than on the outcomes people wish to achieve, which may reduce opportunities for people to make progress towards goals that are meaningful to them.

The service has a safeguarding policy in place which promotes people's safety and well-being. The policy sets out the arrangements for identifying, responding to and reporting safeguarding concerns, with a focus on protecting people from harm and abuse. Training records show care workers complete safeguarding training and complete refresher training when required. This provides care workers with an understanding of their roles and responsibilities in recognising concerns and taking appropriate action to help keep people safe.

Care & Support — Good

Each person using the service has a personal plan. These plans are comprehensive and include information about the person's background, preferences, strengths and support needs. Personal plans are person-centred and clearly reflect what is important to and for the individual. They identify people's abilities and the areas where they can maintain their independence, as well as the support, prompting or assistance they may require from care workers. The plans cover a range of topics and provide guidance on how care and support should be delivered to meet people's individual needs and achieve positive outcomes.

Personal plans are reviewed regularly. However, records do not consistently detail the outcomes of these reviews or any changes made to the plans following the review process. The service benefits from a stable staff team, with low turnover of care workers. As a result, care workers demonstrate a good understanding of the people they support and their individual needs and preferences. Although personal plans do not always capture all aspects of support in sufficient detail, discussions with care workers and observations during the inspection provide assurance that staff know people well and deliver care and support in accordance with their needs. However, the lack of detailed and consistently updated records creates a risk that important information may not be available care workers all of the time Further development of personal plans would help to ensure that care workers' knowledge and understanding of people is consistently reflected within written records.

Risk assessments are in place and are reviewed regularly. They identify risks to people and include measures to reduce or manage those risks. However, opportunities exist to further strengthen risk assessment documentation by ensuring it is updated promptly when people's needs or behaviours change. This would help to ensure assessments remain robust, accurately reflect current circumstances and provide clear guidance to care workers on managing identified risks. This is an area for improvement, and we expect the provider to take action to address this.

During the inspection, people appeared relaxed and comfortable in their home environment. Observations demonstrate positive interactions between people and care workers, with people seeking support and reassurance from staff when needed. Arrangements are in place for the safe management of medication. Medication is stored securely and records reviewed demonstrate that systems are in place to support people with their medication in accordance with their assessed needs. Medication administration processes are followed, and documentation is maintained to support safe practice.

Leadership & Management — Good

Safe recruitment practices are in place to help ensure care workers are suitable to work with people using the service. Recruitment records demonstrate that appropriate pre-employment checks are completed, including obtaining references and Disclosure and Barring Service (DBS) checks, before care workers commence employment. Care workers are registered with Social Care Wales, in line with regulatory requirements. This supports the delivery of care by a skilled and accountable workforce.

Training records show care workers complete mandatory training relevant to their role and undertake refresher training as required. Care workers receive regular supervision, and records reviewed demonstrate these sessions follow a structured format to promote consistency. Supervision discussions cover a range of topics and provide opportunities for care workers to discuss their practice, development needs and any matters relevant to their role. Annual appraisals take place to review performance and support ongoing professional development.

Processes are in place to record accidents and incidents. Incidents and accidents are documented; however, records do not always clearly show evidence of management review to confirm accuracy and consistency. Team meetings take place regularly and provide opportunities for care workers to receive updates about the service, discuss operational matters and share information relevant to the support provided to people.

Governance and oversight arrangements are in place within the service. Evidence gathered during the inspection provides assurance that the manager and Responsible Individual (RI) maintain awareness of events and issues affecting the service. However, management oversight is not always clearly evidenced within service documentation. As a result, records do not consistently demonstrate the extent of managerial and RI review and monitoring activity. The RI maintains a regular presence within the service in addition to their required regulatory visits. The quality of care review identifies strengths within the service; however, it is mostly descriptive in nature and does not consistently include analysis of information gathered through monitoring and oversight activities. The RI has set out their plans to strengthen the governance and oversight of the service and we look forward to testing this at the next inspection.

Care workers are passionate about supporting people within the service. Feedback gathered during the inspection indicate care workers work well as a team and focus on supporting people to achieve and maintain as much independence as possible.

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 are at risk of harm because risk assessments and risk management documentation are not sufficiently robust. Known risks associated with individuals' behaviours are not consistently identified, and guidance for staff on how to mitigate these risks is not detailed enough to ensure safe and consistent support.	14/07/26

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

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