Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

I-Care Cardiff

Connections Design, 21 Penlline Road, Cardiff, CF14 2AA

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The inspection visits for this service took place between 04/09/2026 and 18/09/2026

Service Information:

Operated by:	I-Care Dom Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults, 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:

I-Care Cardiff provides care and support to people in their own homes. The service delivers both long-term care packages and short-term reablement support, helping people to regain independence following a change in their needs or circumstances.

People achieve good well-being outcomes because they are treated with dignity and respect by care staff who know them well. We received consistently positive feedback from people regarding their care staff, with people telling us they are able to achieve their personal goal to remain at home because of the care received.

Care and support is good because people's personal plans are strengths based and outline clearly how care staff can support people's independence goals. People take part in regular reviews and are encouraged to give their opinion on what matters most to them.

Leadership and management at I-Care Cardiff is good. The service provider's oversight and governance arrangements foster a positive and compassionate culture. People told us they can approach the management team and feel confident any matters raised will be addressed accordingly.

Findings:

Well-being — Good

Many people have control over their day-to-day lives and are aware of their rights and entitlements. They are actively involved in planning and reviewing their care and support, helping to ensure services are delivered in line with their goals, preferences and individual outcomes.

We received overwhelmingly positive feedback from people and their representatives, with one person telling us they "*wouldn't have anyone else*" delivering their care. Documents reviewed show people receiving support through the interim reablement scheme often request to remain with the service if ongoing long-term care is required, reflecting the positive experiences and outcomes they achieve through the support provided.

Well-being is enhanced by the close relationships people have with their care staff with comments stating the care staff are "*brilliant*" and "*gold star*". People told us care staff take the time to get to know their families because they respect these relationships and the importance they hold in their lives.

Daily records evidenced people are supported to maintain their physical, mental and emotional well-being, with care staff proactively identifying and responding to changes in their needs. Records demonstrated concerns are promptly escalated and appropriate action taken, including liaison with healthcare professionals when required. Office supervisors oversee designated areas of Cardiff and regularly review people's care and support, enabling them to maintain a good understanding of individual needs and well-being.

The provider works proactively with healthcare professionals to support people to achieve their personal outcomes. We saw examples of the service following up on referrals and coordinating with professionals regarding equipment and healthcare needs, including ceiling hoists, electric wheelchairs and hospital appointments. The provider recognises the importance of achieving people's desired outcomes, enabling them to take positive risks, build confidence and maintain involvement in their local communities.

People are safeguarded from harm and abuse. Care staff understand and fulfil their safeguarding responsibilities. Safeguarding incidents reviewed demonstrate appropriate action is taken, including partnership working with relevant agencies. People told us they feel safe with care staff and said

concerns raised with the management team are acted upon.

Care & Support — Good

People experience care and support which is dignified and respectful, and have meaningful interactions with care staff, friends, and family. People are referred for appropriate care and treatment at the right time and care staff are following healthcare professional advice. For example, we saw evidence care staff are identifying and escalating skin integrity concerns correctly, ensuring people have access to appropriate treatment. People told us they receive the care and support they need to achieve their outcomes. The provider also demonstrates a strong reablement approach, supporting people to maximise and regain independence where possible.

The provider thoroughly assesses people's needs and personal wishes before starting a package of care, taking time to gather information from people, their representatives and other health professionals. As such, personal plans are strengths-based and detail what people can do for themselves. Personal plans reviewed contain people's wishes, routines, and preferences. We found where people have expressed a preference regarding the gender of their care staff, this is honoured and people told us they like their care staff.

We reviewed a high volume of compliments from people and their representatives regarding the quality of care and support provided. The provider maintains a record of complaints, which we reviewed during the inspection. Complaints are minimal. The provider demonstrates effective oversight of concerns raised, with office supervisors taking a proactive approach, including visiting people when required to ensure their views are heard and issues are resolved promptly. This helps ensure people's well-being and satisfaction with the service are maintained.

People are supported to take positive risks and achieve the goals which are important to them. Outcome reviews demonstrated progress towards what matters to people, including increased community participation, greater independence, and access to equipment and support to enhance independent living skills. Risk assessments are in place where expected and support a positive approach to balancing independence and safety. Through effective quality assurance processes, the provider has already identified opportunities to further personalise risk assessments and is progressing actions to enhance records.

Medication support needs are clearly identified, records seen are accurate, and care staff receive appropriate training and competency assessments to support people effectively. Medication audits are completed to ensure consistency of practice and good standards are maintained. People are supported by care staff who follow good infection prevention and control practices. People consistently confirmed care staff use personal protective equipment (PPE) appropriately.

Leadership & Management — Good

The provider has established effective governance and oversight arrangements which support the delivery of good-quality care and positive outcomes for individuals. People, relatives and professionals consistently provided positive feedback about the service. The Responsible Individual (RI) maintains a visible presence within the service and fulfils their regulatory responsibilities to oversee and evaluate the quality of care and support provided. We reviewed quality of care reports which evidenced effective oversight and monitoring within the service.

Quality assurance systems, audits and management oversight, support continuous improvement, helping the provider identify areas for development and respond promptly when issues arise. The provider demonstrated a positive and constructive approach to feedback throughout the inspection.

People are supported by a skilled, experienced and stable workforce. People consistently spoke positively about care staff, describing them as competent, caring and committed to delivering high-quality support. Staff training compliance is high, helping to ensure care staff have the knowledge and skills required to meet people's needs effectively. Recruitment processes are robust, supporting the appointment of suitable staff. The provider benefits from a stable staff team with strong retention levels, enabling people to receive care from familiar staff who know them well and understand their preferences and needs.

Care staff told us they enjoy their job, they feel supported and morale is good. Rotas reviewed show care staff have sufficient breaks. Management encourage an open-door policy and care staff have access to the 'I-Café' in the Cardiff office where they can enjoy hot drinks and snacks in between calls. The provider recognises the importance of staff well-being and has recently updated internal procedures to better support staff experiencing mental health-related sickness. Staff receive regular supervision, providing opportunities to discuss their workload, training and professional development. In addition, office supervisors meet care staff within the community, offering informal opportunities for support, guidance and reflective discussions. This helps staff feel valued and supported in their roles.

The provider deploys care staff effectively to meet people's needs. Most care calls reviewed were delivered within expected timeframes and people generally reported care staff have sufficient time to provide support and do not appear rushed. People are generally receiving calls consistent with their commissioned support, ensuring people's identified needs are being met. The provider uses electronic call monitoring systems for oversight of call delivery, travel times and continuity of care,

enabling managers to monitor service performance and respond to emerging issues.

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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