Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

I-Care Cwmbran

1-3 Victoria House, Victoria Street, Cwmbran, NP44 3JS

01633862852

www.icaredomcare.co.uk

The inspection visit took place on 22/10/2026

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 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:

I-Care Cwmbran is a Domiciliary care service supporting people in and around the local area.

Wellbeing is good at I-Care Cwmbran. People receive person-centred care that reflects their preferences, promotes choice and responds to changing needs. Effective partnership and robust safeguarding arrangements help people feel safe, supported and valued.

The care and support people receive from the service is good. Thorough assessments are completed before support starts along with formal reviews which are completed on a three-monthly basis. Staff receive appropriate training and deliver support that reflects individual needs and preferences.

Leadership and management is good. The service demonstrates effective leadership and a positive culture that supports staff development, communication and continuous improvement. Management uses quality assurance processes to drive improvement and maintains positive partnership working.

Findings:

Well-being — Good

The service adopts person-centred approaches when planning and delivering care. Records show that all reviewed personal plans included people's preferred methods of support and how they wish to receive their care. The service consults people at the start of their care and continues to discuss their needs and preferences throughout their involvement with the service. Staff review personal plans every three months and ask people whether they are happy with the support they receive. People provide positive feedback about the service. One person told us care staff are *"good at reporting issues and phoning."* These factors contribute positively to people's overall well-being.

In October 2026, the provider circulates a questionnaire to people receiving support and offer them the opportunity to provide feedback. Of the 54 people receiving support, 50 complete the survey. Most people confirmed that the service meets their needs, are treated with dignity and respect and feel safe with the carers.

The provider works with people to understand their dietary preferences and health needs. Staff discuss dietary requirements and promote healthy food choices where appropriate. Records viewed during the inspection demonstrate staff offering people a variety of food choices and record when people decline food. Staff also consider individual well-being during care visits. For example, where records show a person has not eaten earlier in the day, staff encourage them to eat during later visits.

The service demonstrates positive partnership working and effective follow-up with health professionals. Records show referrals to district nurses, social workers, GPs and speech and language therapists when required. Management follows up professional interventions and communicates outcomes with family members where appropriate.

The service supports safeguarding through appropriate staff training, with all staff completing safeguarding training. Staff complete risk assessments that outline how they should access and leave people's homes to help ensure people feel safe in their own environment. The provider raises safeguarding concerns promptly with the local authority safeguarding team and demonstrates transparency in its approach. Evidence viewed during the inspection shows effective partnership working with safeguarding professionals to address concerns and promote people's safety and well-being.

Care & Support — Good

People receive care and support from a service that uses established assessment processes before care commences. The provider completes its own assessments alongside information received from commissioning authorities to determine whether they can meet people's needs. This approach enables staff to develop an accurate and up-to-date understanding of people's needs, preferences and desired outcomes. Whilst taking the time to get to know people and managing people's expectations of the service available.

Personal plans contain detailed information about how care and support should be delivered. Records include guidance on access arrangements, medication support, mobility needs, personal care requirements and individual preferences. Plans are organised into individual care visits, providing staff with clear instructions on the support required during each call. While records are generally detailed, improvement is required across personal plans around the consistency of documentation. Some personal plans remain task-focused and would benefit from further development to strengthen the person-centred approach.

The service promotes good hygiene practices through clear policies and staff training. Personal plans and daily records show staff clean and tidy after preparing meals for people. The service also promotes independence and supports people to achieve personal outcomes. Personal plans identify outcomes such as maintaining independence and actively participating in care and support. Daily records demonstrate staff supporting people's independence through practical measures, including preparing equipment and making items accessible. However, the service does not consistently demonstrate how it reviews and evidence progress against identified outcomes, and it remains unclear how staff evaluate whether people achieve their personal goals. The service has given reassurance and has already started implementing actions around this.

Staff undertake training through classroom-based learning, online modules, practical competency assessments and community-based manual handling support. The service also seeks specialist input from external professionals to meet specific care needs within people's homes. Although evidence shows staff receive specialist training, the provider has limited oversight of staff who complete additional specialist competencies. This reduces the service's ability to effectively identify and deploy skilled staff to support other people with similar care and support needs.

Leadership & Management — Good

The service demonstrates a reflective approach to improvement through its internal quality assurance processes. Management completes audits that identify areas for development and critically evaluates practice to drive improvement. Audit findings inform changes to records, expectations for daily notes and monitoring arrangements. These actions demonstrate a commitment to continuous improvement and to enhancing outcomes for people receiving support.

Staff provide consistently positive feedback about management support and the culture of the service. Staff describe feeling "*valued, supported and listened to".* The service works effectively with external professionals and agencies and maintains positive partnership arrangements when concerns arise. Staff demonstrate a good understanding of people's needs, recognise the limits of their knowledge and seek specialist advice when required.

The service supports staff development and progression. The Responsible Individual (RI) provides opportunities for staff to increase their knowledge and skills through specialist training. The service also supports staff to progress into leadership roles through practical experience, training and relevant qualifications.

Feedback from staff, professionals and records reviewed during the inspection demonstrates effective communication across the service. Staff describe communication as "*excellent"* and report that "*we get told about changes really quickly and have regular updates."* Staff consistently describe management as *"approachable, supportive and available when needed*". One staff member told us, "*I have become more confident since working at I-Care."*

The service operates systems to monitor call times and responds appropriately to delays. When staff anticipate arriving late, designated team members contact people or their representatives to provide updates. This approach helps people feel informed, safe and supported.

Governance arrangements are generally effective; however, strengthening supervision, appraisal and competency monitoring systems to ensure all staff members are receiving the same opportunities and guidance. Records reviewed show inconsistencies in how supervision, appraisals, spot checks and community observations are recorded and evidenced. Overall, the service demonstrates a positive culture, a committed and stable staff team and an RI that remains open and committed to improvement. The service continues to develop its person-centred practice, quality assurance arrangements and approaches to evidencing well-being outcomes.

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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