Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cwtch Care Ltd

2nd Floor Dyffryn House (south),, Dyffryn Business Park, Llandow, Cowbridge, CF71 7PY

02921885559

cwtchcare.co.uk

The inspection visit took place on 02/07/2026

Service Information:

Operated by:	Cwtch 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 promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

Cwtch Care delivers consistently excellent outcomes for people, with those receiving care and their families providing extremely positive feedback.

Outcomes for people consistently exceed expectations, demonstrating a truly person-centred approach to wellbeing. Care staff take time to understand what matters to people, promoting independence, dignity, and choice. Many told us they look forward to visits, valuing both the support provided and the meaningful companionship.

Care and support arrangements are highly effective, well-organised, and responsive, with robust systems in place to monitor wellbeing, manage risks, and respond quickly to any changes. Care and support are delivered to an exceptionally high standard, with strong systems, skilled staff, and a clear focus on achieving positive outcomes for people. The service is consistent and reliable.

The service is very well led, with a positive culture where staff feel supported and valued. This is reflected in the consistently high standard of care delivered. Management oversight is strong and visible, with leaders working closely alongside staff to ensure care remains safe, respectful, and tailored.

Findings:

Well-being — Excellent

The service provider ensures people have the right information to make informed choices. People receive information about the service, supported by direct access to a knowledgeable manager who has a nursing background. A relative told us, "*They keep me updated every day, or ring me if urgent*." For people who do not have relatives or other representation we saw the service providing support more than we would expect, helping people to access the right information and services. One relative told us they would recommend the service as it is "Professional, punctual, kind and informative," confirming an overall high-quality service. The service demonstrates an awareness of the Welsh Language Active Offer. However, at the time of inspection, there were no people using the service who had Welsh as their first language or required support through the medium of Welsh.

People told us they feel safe, respected, and valued. Care staff always treat people with kindness and compassion. Relationships are a particular strength. People consistently told us they look forward to visits, with one relative explaining their loved one "*Enjoys the company and chats which is vitally important*." These interactions reduce isolation and contribute positively to people's emotional wellbeing. We were also told the service provides "*Very friendly staff, very professional*," and "*Lovely, caring staff… always helpful and very kind*". Care staff are trained and supervised to ensure matters of concern can be quickly escalated and addressed, supporting safe working practices. One relative shared they have "*Daily peace of mind*," reflecting the trust and confidence placed in the service. Staff demonstrate a strong understanding of safeguarding and act in ways that prioritise safety while respecting people's rights and independence. Some people who are reluctant to receiving care in the first instance are put at ease, with relatives telling us the service has "*Done well*," helping the person to accept the care and support.

Care is delivered in a way that enables people to maintain control over their daily lives. People are encouraged to do what matters to them, whether this is maintaining routines, enjoying conversations, or engaging in meaningful daily activities. The service places strong emphasis on emotional wellbeing, ensuring visits are not task-focused but centred around the person. Where health care requires support, records demonstrate this is provided. Along with health professionals, the service provides reliable and appropriate care, allowing people to remain in their own homes to the end of their life, if this is their wish. Care is delivered flexibly and responsively, adapting to people's changing needs and preferences. A relative told us the service is "*Flexible, which is appreciated*."

Care & Support — Excellent

The service provides high-quality, consistently excellent care and support, ensuring people's individual needs, preferences, and outcomes are fully understood by care workers. Comprehensive assessments are completed to gather detailed information about each person, forming the foundation for clear, personalised care planning. Care plans are thoughtfully written and provide staff with meaningful insight into each person, including what matters most to them. This ensures care is delivered in a way which is both respectful and tailored. Risk assessments are thorough and regularly reviewed, helping to ensure people remain safe while also supporting their independence. Staff demonstrate good awareness of risks and take appropriate action to minimise them.

Care is highly person-centred and responsive, with systems in place to keep support under continuous review. Management oversight is strong, with regular monitoring and reviews of care delivery, allowing them to respond quickly to changes in people's needs. This proactive approach helps to prevent deterioration and promote wellbeing.

Daily records are detailed and well maintained, clearly evidencing the care provided and highlighting any changes or concerns. Records show calls are delivered on time and for the expected duration. There is clear communication between staff and the office to ensure concerns around people's presentations are raised, supporting continuity and safety of care. People are supported to access health care services promptly, with the provider actively liaising with professionals such as GPs and community nurses. This ensures people receive timely interventions and coordinated care, improving outcomes and supporting their overall health. The service demonstrates sensitivity and skill in supporting people with more complex needs, including end-of-life care, where staff provide compassionate and respectful support to both individuals and their families.

Medication is managed safely and effectively, with clear procedures, robust training, and regular audits to ensure safe practice. Where support is provided, systems are in place to maintain accuracy and accountability. Infection control measures are in place and routinely monitored through quality checks by management.

Leadership & Management — Excellent

Governance arrangements are well established, with a range of systems in place to monitor quality and drive improvement. Regular audits, reviews, and quality reports provide clear insight into service performance, enabling leaders to identify areas for development and implement changes where needed. Leaders are forward-thinking, consistently providing a service that delivers excellent outcomes for people.

There is a strong culture of learning and continuous improvement, with the service demonstrating openness and transparency. Feedback from people, families, and staff is valued and used to enhance the quality of care provided. Notifications to the regulator and other agencies are completed appropriately, reflecting good compliance and accountability. The provider ensures there are sufficient staff to meet people's needs and demonstrates flexibility in responding to changing demands. This helps to maintain continuity of care and supports positive outcomes for people.

The service is exceptionally well led and managed, with strong, visible leadership promoting a positive culture and consistently high standards of care. Leaders are experienced, knowledgeable, and actively involved in the day-to-day running of the service. They promote a clear set of values centred on compassion, dignity, and respect, while working alongside care staff. This ensures people receive safe, effective, and person-centred support. Teamwork and communication are strong, contributing to a positive working environment where care staff feel valued and confident to share ideas or raise concerns, supporting a culture of openness and trust. One relative told us, "*A well run and organized agency*," while many noted the "*Professionalism*."

The provider has effective systems for recruitment, training, and staff development, ensuring a skilled and competent workforce. Staff are well supported through supervision, training opportunities, and ongoing guidance, enabling them to deliver high-quality care. Staff spoke very positively about the management team. Care staff told us, "*Management work alongside carers and are very approachable and supportive*" and managers are "*Very supportive and to hand if ever urgent advice is needed,*" highlight the strength of leadership. All people appreciate the friendliness of the staff and one person receiving care told us, "*No matter who comes, all have been excellent*."

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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