Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Caring Companions Limited

Caring Companions Ltd, Unit 31, Enterprise Centre Bryn Road, Bridgend, CF32 9BS

01656729550

caring-companions.com

The inspection visits for this service took place between 26/08/2026 and 15/09/2026

Service Information:

Operated by:	CARING COMPANIONS LIMITED
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
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:

Caring Companions Limited provides care and support to people living in their own homes across the Vale of Glamorgan.

Well-being is rated good because people feel safe, listened to and involved in decisions about their care and support. Safeguarding and safe medication arrangements promote positive outcomes. The provider seeks and responds to feedback from people and is continuing to strengthen opportunities for their views to influence the development of the service.

Overall, care and support is rated good. People receive reliable, compassionate and person-centred support from care staff who know them well. Positive relationships help people feel respected and maintain their independence. Care records and risk assessments require improvement so they consistently provide clear and current guidance for care staff.

Leadership and management requires improvement. An experienced Responsible Individual (RI) and visible manager promote a supportive culture. We identified areas for improvement in relation to governance, quality assurance and record-keeping arrangements, which the provider is already addressing.

Findings:

Well-being — Good

People experience care and support that helps them feel safe, valued and confident. They have positive relationships with care staff who know them well and respond promptly when their needs change. People benefit from support that promotes their health, well-being and independence. Effective safeguarding and medication arrangements help keep them safe. Relatives speak positively about the quality of care provided, with one describing it as *"Absolutely first class"* and saying, *"Mum loves the staff."* People and their families feel listened to and are confident concerns will be acted upon. Outcomes for people are positive overall. However, some care records and risk assessments require more timely updates and clearer detail. This will ensure care staff always have accurate and consistent information about people's needs, preferences and the support they require, helping to mitigate risks and promote positive outcomes.

People are involved in decisions about their care and support and are encouraged to express their wishes, preferences and routines, helping to ensure support reflects what matters most to them. People value the service because it enables them to remain independent and continue living in their own homes. Feedback from people and their relatives is highly positive, with one person telling us, *"It enables me to stay in my own home and is a great support,"* while another said, *"I receive good quality care, and it has helped my mobility."* People express confidence in the support they receive and know how to request changes when required. The provider is working to improve how it communicates the outcomes of feedback and plans to introduce regular care reviews, giving people more opportunities to share their views about their care, support and personal outcomes. This will help ensure people remain involved in decisions that affect them and understand how their feedback contributes to the ongoing development of the service.

The service is working towards the active offer of the Welsh language. Key information is available bilingually to support people's communication needs and preferences. At the time of the inspection, no one using the service wished to communicate in Welsh; however, one member of staff spoke fluent Welsh. The e provider is exploring Welsh language awareness training to further strengthen its ability to respond to people's language choices.

Care & Support — Good

People consistently spoke highly of care staff, describing them as kind, caring, respectful, reliable and professional. They have developed trusting relationships with care staff and told us their individual needs, preferences and routines are understood and respected. People said care staff listen to them, respond to their wishes and provide support which reflects their circumstances. One person said, *"I'm happy with my care staff and know them all well."* Many people have received support from the service for several years and value the continuity of care it provides. People told us they feel fortunate to receive such reliable support and would highly recommend the service. One relative described the care being provided as, *"How I would have done it myself."* This helps people feel safe, valued and supported to maintain their independence and achieve positive outcomes.

People receive care and support which promotes their well-being and reflects their individual needs. Personal plans and risk assessments provide guidance for care staff on people's support needs, daily routines and identified risks. However, the quality and detail of these records vary, and changes in people's needs are not always recorded promptly. Some risk assessments require clearer information to help care staff recognise deterioration and take appropriate action. As a result, records do not always provide reliable or up-to-date guidance, meaning the service is often reliant on staff knowledge of individuals' needs and routines to ensure consistent care. This may affect continuity where staff are unfamiliar with the person or where care needs change. We identified care records as an area for improvement and expect the provider to take action, as inaccurate or incomplete records may affect the consistency of care people receive and place them at risk.

People receive support with their medicines through arrangements which promote their health and well-being. Care staff complete medication training, and the provider has begun introducing competency assessments to support safe practice. Electronic medication administration records are completed accurately and contain key information, including prescribed medicines, allergies and administration guidance. Regular audits are being introduced to improve oversight. The medication policy requires updating to align fully with the Statement of Purpose.

People benefit from effective partnership working between care staff and health and social care professionals, helping to ensure they receive the right support when their needs change. Records show timely referrals are made and communication is maintained with relevant professionals. People and their relatives spoke positively about this approach. One relative told us, "*When there are changes in health, the care staff and office always respond, contact health professionals, which is so reassuring*." Another said, *"I have so much confidence in the care staff."* This coordinated approach helps people feel supported, reassured and confident changing needs will be responded to appropriately.

People's risk of infection is minimised through effective infection prevention and control arrangements. Care staff complete relevant training and have access to appropriate personal

protective equipment. Nearly all people we contacted told us care staff use and dispose of personal protective equipment appropriately.

Taking account of people’s experiences and outcomes, we have judged this theme to be good. People consistently told us they receive high-quality care and support which promotes their well-being and helps them achieve positive outcomes. Although we identified improvements needed in care recording and aspects of quality assurance, we found no evidence these issues had adversely affected people's care, support or outcomes. The provider has recognised these areas and is taking steps to strengthen arrangements further.

Leadership & Management Requires Improvement

People benefit from an experienced and suitably qualified manager who understands their needs and promotes a positive culture. The manager is visible and accessible. Care staff told us the manager listens to them and gives them the guidance they need in their roles. This contributes to consistent care for people. One relative described the manager as an *"Excellent 'hands on' manager"* who *"Knows and understands the needs of people."* This helps people receive consistent care and support and promotes positive outcomes.

The RI maintains regular oversight through contact with the manager, service visits and engagement with people and staff. The RI seeks feedback to identify strengths and areas for development. They are exploring ways to better communicate findings so people can understand how their views influence service development.

The statement of purpose informs people about what they can expect from the service. However, we found practice was not always aligned with these expectations, as weaknesses in governance and oversight meant some aspects of the service were not consistently delivered as intended. We have identified this as an area for improvement and expect the provider to take action.

People cannot always be assured quality assurance systems effectively identify and address issues across all aspects of the service. Although the provider produces detailed quality of care reports, stronger analysis and evaluation would support identification of trends, learning and continuous improvement. Oversight and auditing of care records, reviews, medication management, safeguarding, concerns and call monitoring require strengthening. This will help ensure issues are identified promptly and acted upon appropriately. Record-keeping arrangements require improvement to ensure records are complete, accurate and up to date, supporting safe and consistent care for people. We have identified this as an area for improvement and expect the provider to take action. The provider has begun to address the shortfall.

People receive support from care staff who are generally recruited safely and hold appropriate professional registration. Recruitment records showed most pre-employment checks, including DBS checks and references, were completed before staff started work. However, some records lacked key information, including interview notes, references, employment histories, signed contracts and probationary reviews. In addition, care staff employed on zero-hours contracts had not always received probationary reviews in line with regulatory requirements. The provider has recognised these shortfalls and is taking action to strengthen recruitment and employment records. Care staff are supported to register with Social Care Wales, promoting accountability, professional standards and positive outcomes for people using the service.

People are not always supported by care staff who have received training relevant to their needs. Care staff complete induction and core training; however, the provider does not offer training in several areas, including skin integrity, continence care, oral health, diabetes, assisted eating and drinking, palliative care and sepsis. Condition-specific training is also inconsistent. This does not

fully reflect the commitment set out in the Statement of Purpose document to equip staff with the knowledge and skills needed to meet people's needs. Although people and relatives describe care staff as knowledgeable and competent, the current training programme does not consistently support them to respond to people's current and emerging needs. This may affect the provider's ability to ensure positive outcomes for people in the longer term. We identified this as an area for improvement and expect the provider to strengthen training arrangements.

The manager and office staff provide regular supervision and annual appraisals. Care staff value these opportunities to reflect on their practice and development.

People benefit from a reliable service with good continuity of care. People and relatives consistently told us care staff arrive within expected timeframes and support is provided by familiar staff who know them well. One relative told us they had received support from *“The same care staff since the service commenced*”, helping to build trusting relationships and ensuring care staff understand the person's needs, preferences and routines. Another relative said of the care staff “*They are my eyes and ears,”* reflecting the confidence people and their families place in the support provided. This helps people receive consistent care which meets their needs.

People can access an electronic application which provides information about scheduled calls, increasing reassurance and confidence in the service. Records supported this feedback and demonstrated good continuity of care. The provider uses live monitoring systems to identify and respond promptly to delayed or missed calls, helping to ensure visits take place as planned. Care staff generally receive appropriate travel time and rest periods. However, a small number of care staff told us long working days can affect their well-being, and suitable travel time is not always available. The provider has recognised these concerns and is reviewing working arrangements and staff well-being.

On balance, we have rated this theme as Requires Improvement and expect the provider to take action. People benefit from reliable care, continuity of support and positive leadership. However, governance, quality assurance, recruitment oversight and workforce development arrangements require strengthening. Consequently, the provider does not always identify and address service shortfalls promptly, which may affect the consistency of support people receive. The provider has recognised these shortfalls and is taking action to address them.

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
The service provider must ensure effective governance and oversight arrangements are in place and consistently implemented to achieve the objectives set out in the Statement of Purpose and ensure the service is safe, effective and well led for the people it supports.	26/08/26
The service provider must strengthen auditing and quality assurance arrangements across all areas of the service, including care planning, risk management, medication, safeguarding, incidents and staff oversight. This will support the timely identification of risks and areas for improvement and help ensure positive outcomes for people.	26/08/26
The service provider must ensure accurate, complete and up-to-date records are maintained and regularly reviewed across all areas of the service. Effective record keeping is essential to ensure people's needs, risks and changing circumstances are identified, monitored and acted upon, supporting the delivery of safe, responsive and person-centred care.	26/08/26

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

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