Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Glamorgan Home Care Limited

Home Instead, Unit 6 Regents Court, Nettlefold Road, Cardiff, CF24 5JQ

02920569483

www.homeinstead.co.uk/cardiff

Date(s) of inspection visit(s):

16/05/2025, 12/05/2025

Service Information:

Operated by:	Glamorgan Home Care Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:

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

Summary:

The provider Glamorgan Home Care Limited, known as Home Instead provides a domiciliary service to people in their own homes across Cardiff and Vale. People are extremely happy with the care and support they receive and experience excellent well-being outcomes. Care staff are dedicated and professional. Overall, staff retention is good, and this promotes consistency of care whenever possible. People develop strong bonds with the care staff, which is highly valued. Care packages are tailored to meet people's needs and preferences, and documentation is available to fully inform care staff.

The leadership and management of the service is consistent. Quality assurance measures work well meaning there is a good understanding of service development. The service continues to be innovative and proactive in collaborating and facilitating additional well-being opportunities for people, which is a strength of the service. We rate the care and support to be good because people receive consistent and reliable standards of care. We rate leadership and management to be good because oversight and governance is well organised, pro-active and knowledgeable. We rate the well-being outcomes for people to be excellent. This is because the culture of the organisation is united, with outcomes for people at the heart of the service.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. The service actively supports people to identify their well-being outcomes. The service excels at getting to know people well and what is important to them, meaning care and support focuses on people's preferences and strengths. There is an outstanding and clear commitment from the service to listen and support people to make informed choices. This is highly effective in empowering people to live with confidence and assurance in their care decisions. Others who are important to people are effectively involved. The service is in regular contact with people to seek their feedback about their care and support. Care staff have exceptional knowledge about people, including important details such as interests and personal networks. This means people have bespoke enriching experiences. With few exceptions people have strong and meaningful bonds with their care staff. People told us the service "*Makes a positive impact on my life*" and care staff are like "*Valued friends*."

Information about the service is available to people and representatives, they have access to electronic records, such as daily care logs. There is a strong sense of trust in the service and representatives told us "*The service is responsive, supportive and helpful.*" Accessing reliable information provides people with peace of mind. The service is quick and responsive to people should they have a concern or worry. The service is working toward providing the active offer to meet people's Welsh language needs. People choose to communicate with their care staff in English. Their Welsh language needs are validated and acknowledged by care staff and information is available in Welsh, such as personal plans, and other resources.

The service promotes people's engagement with others and the local community if they wish to do so. People are exceptionally well supported to make friends, spend time together and are actively encouraged to do things they enjoy. This extends beyond those using the service, but into the wider community because the service facilitates multiple social opportunities and support networks. People told us about a recent afternoon tea event with others, where they enjoyed dressing smartly, and celebrating St David's day. A person's need to belong and be included in everyday life is recognised and the importance of social inclusion is highly valued by the service. Information about community groups that enhance people's well-being is shared in a quality newsletter. The service is highly innovative in the ways they engage with the wider public.

Care & Support — Good

Home Instead provides people with good care and support. People and their representatives are consistent about their praise of the service they receive. We saw meaningful ways in which the service engages with people to support their daily outcomes. The bond and relationship between care staff and people is valued and a strength of the service. One person told me they "*Could not believe how lucky they are*" with their care team. People receive consistency of care, and the service endeavours to provide people with core care teams whenever possible.

The service includes people and their representatives to complete a thorough assessment before care and support begins. The assessment, and information in the personal plans are highly detailed, strengths based, and person centred. Personal plans and outcomes promote people's choice, independence, and well-being. Risks to people are assessed and plans guide care staff on how to assist people safely and encourage their independence. Some people receive a timely review of their personal plan. During inspection we discussed with the RI and manager the review procedures and they took positive action to ensure all documentation is as up to date as it should be.

Care staff complete detailed daily records of the care and support they provide. Records are well maintained and clearly document a person's daily outcomes. They receive the right support at the right time. People told us they have plenty of time with care staff and do not feel rushed. Care staff complete all tasks in-line with the personal plan. Some people are achieving excellent health outcomes because of the care and support they receive. We were told about increases in weight, improvements in hygiene outcomes and better managed conditions because of the support with medication. Representatives are fully and consistently kept up to date on matters.

People's medication is well-managed. Information on how people want to receive support with their medication is detailed in the personal plan. Medication recording charts are well documented. Care staff receive training to administer medication, and their skills and competency are monitored to embed a safe and consistent approach when handling medication. Most medication training is up to date.

People are protected as much as possible from the risk of infection because care staff suitably support them to keep their homes clean and hygienic. Most staff are up to date with training and understand, implement and follow safe practice to prevent infection.

Leadership & Management — Good

The governance and leadership at the service is effective. The RI and manager promote a positive culture with high expectations on the quality of outcomes for people. The service recognises the importance of involving people and seeks their views. They achieve this through home visits, contact by telephone and questionnaires. People feel at ease expressing their views about the service. Feedback informs service improvement. People and their representatives we spoke with were highly complementary about the service. They described the service as "*Inclusive and collaborative*" in their approach to working with people and representatives. The RI completes formal visits to the service and produces a quality of care review which is informative and detailed. The review informs the provider what the service does well and effectively identifies where they can further develop the service. The action plan tells the provider of how improvements and innovations are progressing. Auditing systems are in place and mostly effective. The management is aware of some minor gaps in records, and we discussed the prompt action being taken to ensure all documents are up to date.

We found safe staff recruitment procedures and on balance, retention of care staff is good. Staff unanimously told us they feel supported in their role by management. There is effective induction and mentoring for new care staff. Staff meetings provide the opportunity to meet as a team to share experiences and be fully informed of changes which are important to their role. Almost half of care staff are registered with Social Care Wales, the workforce regulator. More than half of care staff hold or are working towards a suitable qualification. Staff unanimously told us the provider values their well-being and regards their work-life balance.

There are effective systems in place to enable the manager to respond to concerns and complaints. People and representatives told us the service is "*Very helpful*" and "*Responsive*." Policies and procedures fully inform care staff of their responsibilities in areas such as safeguarding and whistleblowing. All policies seen during the inspection follow expected guidelines.

The service is exemplary at collaboratively working with others to arrange and manage activities, support groups and social opportunities which is directly impacting on people's well-being outcomes. The leadership and management are innovative and driven to develop and enhance the service for the benefit of people.

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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