Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Right at Home Newport

Right At Home, Unit 7 Castleton Court, Fortran Road, Cardiff, CF3 0LT

02920794050

https://www.rightathomeuk.co.uk/cardiff-and-newport/

The inspection visit took place on 11/03/2026

Service Information:

Operated by:	Cardiff Homecare Ltd
Care Type:	Domiciliary Support Service
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	Excellent

Summary:

Leadership is inspiring and the management team strong. They were open and transparent during the inspection process and engaged promptly and constructively with inspectors. People receive care that is dignified, respectful, and focused on their wellbeing and person-centred planning is well developed. People's rights to make their own choices and take informed risks are promoted. The service shows strong awareness of people's cultural, language, and religious identities and individuals benefit from the managers' strong culture of valuing staff and promoting positive morale. Individuals are supported by staff who feel valued and celebrated. Managers demonstrate their appreciation of the staff with well-developed incentive systems that recognise and reward staff for their service and performance. There were many examples of impressive and supportive leadership and staff said that they are excellent at going above and beyond. Individuals benefit from receiving support from staff who are well-trained, motivated and supported, and staff spoke highly of the service.

Findings:

Well-being — Good

People receive care that is dignified, respectful, and focused on their wellbeing. The service promotes people's rights to make their own choices and take informed risks. Staff prioritise wellbeing and safety by identifying and managing risks effectively. People have access to clear information, including home folders containing their personal plans, risk assessments, and guidance on how to raise concerns. People can also request documents from the management team. There is a electronic system for real-time updates for a small fee, and free access to this system is planned. Person-centred planning is well developed, with detailed assessments and regular reviews in place. However, some documents contained incorrect and inaccurate information. Improving the consistency and accuracy of documentation would further enhance people's wellbeing and ensure information remains reliable and current.

Staff take personalised approaches to supporting people. They work collaboratively with partner agencies to manage risks and promote positive wellbeing outcomes. Staff respond proactively when people request help or when they observe that individuals may benefit from additional support.

The service shows strong awareness of people's cultural, language, and religious identities. Wherever possible, staff are matched to individuals' preferred languages. Some staff are able to speak a range of languages including Welsh and Urdu.

Staff actively support people to maintain their physical and emotional wellbeing. They help individuals to maintain routines, sustain employment, and stay socially connected, For example supporting them to maintain contact with family members through assistance with digital communication tools. In addition to their domiciliary service, managers also encourage staff to provide extra support to individuals, where identified, outside their home.

People are protected from abuse and neglect. Staff are trained in safeguarding and have clear policies and procedures to guide them in recognising and reporting possible abuse, and protecting individuals' well-being. Staff operate transparently and share safeguarding concerns with relevant parties and share across the service lessons learned from incidents. Individuals are also protected by a secure system for staff to log in and out of people's homes.

Accident and incident reports are monitored, and timely outcomes recorded. When reviewing information, the service identifies emerging patterns and responds by providing practical training and updates for all staff. The service responds appropriately to concerns. A clear complaints process is included in the service user guide and highlighted through quarterly newsletters.

Care & Support — Good

Individuals are supported by staff who feel valued and celebrated. The staffing structure allows progression which is encouraged. There are opportunities for training and incentive schemes to encourage care workers participation in their learning. Achievements are recognised and monthly and annual awards presented. There are rewards for continued service on the anniversary of their start dates. Staff also said that the managers are approachable and flexible and gave examples of their being "*Excellent at going above and beyond"* for staff and people using the service. This results in high staff morale.

People benefit from receiving support from staff who are well trained and motivated. Staff spoke highly of the service and one said, *"I want to make individual lives better in the community*". Most people receive consistently good-quality care because the provider thoroughly assesses their needs and personal aims. Personal histories, cultural information, preferences and risk assessments are recorded in individual initial assessments and families are involved with this if the person so wishes. Staff discuss well-being goals with people and work alongside them to achieve these. People would benefit from further detail including how they want staff to support them to meet their goals. After a two-week settling-in period, staff speak with people to ensure the service delivered is in line with their expectations. People spoken with confirmed this received this as part of their service. Personal plans are reviewed with people throughout the year.

People benefit from extended office hours and a structured on-call system. People know when staff are available in the office and contact them when they need to. Office access during the evenings provides more opportunity for families to engage with the service.

Staff receive additional specialist training for complex tasks when required to meet people's specialist needs. Staff have contact with relevant professionals to seek advice and guidance when necessary.

The service maintains detailed safeguarding and adverse-event trackers including actions taken. Safeguarding referrals demonstrate appropriate escalation to relevant external agencies. Medication errors are managed through immediate review, contact with health professionals, competency reassessments and further training. Evidence shows prompt and thorough follow-up, including same-day discussions and ongoing competency monitoring. Medication oversight has strengthened and staff now complete weekly, rather than monthly, audits. Managers also carry out dip-sampling to ensure consistency and to ensure people's safety. Staff receive training and quarterly competency assessments. Weekly checks help identify emerging concerns, and staff take appropriate action as needed.

Individuals are protected by staff who are trained in infection prevention and control and are

supplied with appropriate protective clothing. All people have hygiene-related risk assessments, and staff can easily access necessary supplies. Health information is shared promptly with staff to ensure appropriate actions when someone is unwell. Staff receive food hygiene training, and cultural dietary needs are considered. A practical booklet is available to support staff who are unfamiliar with UK food preparation, helping them to follow safe practices.

Leadership & Management — Excellent

There is a clear management structure and established systems. The management team is strong and well-supported with award weekends and conferences also available. They were open and transparent during the inspection process and engaged promptly and constructively with inspectors. The RI has daily contact with the service and regularly talks with individuals and staff.

Leadership is inspiring and staff said that they are excellent at going above and beyond, especially with incentive systems. The service demonstrates a strong culture of valuing staff and promoting positive morale. Examples of impressive, supportive leadership include family fun days, family picnics, and Christmas events for clients, particularly those on their own. They hold an annual red-carpet awards ceremony to recognise staff in various categories, and nominations can be made by a range of people. Continued service is rewarded and staff are given a flexible day off for their birthdays.

Many policies previously contained incorrect regulatory references and outdated or irrelevant information. These had been amended and the managers gave assurances that all other policies are now compliant.

There was evidence that management take complaints seriously and that they are investigated, recorded and the complainant informed of the outcome. An online tracker enables review, analysis, and identification of themes.

Managers produce a weekly newsletter for staff and a quarterly newsletter for clients. They also provide additional welfare support when needed.

There is a good recruitment system although some aspects need strengthening. The manager has given assurance all required documentation will be collected and verified in future. Records demonstrated a comprehensive interview process, and they agreed to acknowledge their thorough linguistic ability assessment on the interview record.

Individuals benefit from receiving support from well-trained and supported staff. The service follows the 12-week All Wales Induction Framework and provides comprehensive training. There is also a wide range of e-learning for completion prior to and alongside induction. There is a very well-equipped training facility. Training includes online and practical training including such things as staff being hoisted and being fed, for insight into how individuals might feel. This is considered good practice. Bespoke training is provided according to need, often by the professionals involved with the care package.

Managers encourage staff to gain relevant qualifications and some already hold these. Others are in the process of qualifying but, due to a shortage of external provision, many are on the waiting list

for a place to start.

Staff benefit from regular supervision with their line manager and staff confirmed that this was a supportive and useful experience. Managers ensure sessions are completed on or before the due date, or the reason given. Supervision records were detailed and comprehensive. People benefit from receiving support from staff who are supported with regular, minuted meetings.

Rotas include allowances for travel times and breaks. Managers calculate travel times allowing for time of day and heavy traffic.

Medication records demonstrated prompt and thorough action following any errors.

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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