Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Arian Care

Unit 4a, Enterprise Way, Newport, NP20 2AQ

01633633413

https://ariancare.co.uk/

The inspection visits for this service took place between 18/12/2025 and 14/01/2026

Service Information:

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

Ratings:

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

Summary:

Arian Care provides domiciliary care and support to people living in their own homes in Newport, Cwmbran, and Caerphilly.

Individuals and their relatives express high levels of satisfaction with the service. People have developed positive and trusting relationships with staff, which contributes to them feeling safe and secure. This enables people to maintain their independence and continue living in their own homes, in line with their personal outcomes. People shared examples of how staff recognise their individuality and consistently go above and beyond to meet their needs. Based on the evidence gathered, we have rated well-being as excellent.

People benefit from receiving care and support from regular staff at consistent times, which fosters trusting relationships. Care is delivered in line with personal plans, ensuring agreed outcomes are achieved. Communication between office-based staff and frontline teams supports the delivery of consistent standards of care. We have rated care and support as good.

Leadership and management is rated good because people's feedback is actively sought and acted upon, demonstrating a commitment to continuous improvement. Staff report high levels of job satisfaction and feel well supported in their roles, which contributes to a stable and motivated

workforce. The Responsible Individual (RI) maintains clear oversight of the service, ensuring accountability and adherence to regulatory requirements.

Findings:

Well-being — Excellent

People experience care and support that is dignified and respectful and they have positive interactions with staff who understand their individual needs, likes and preferences. People are actively involved in decisions about their care, ensuring their voices are heard and reflected in practice. Records confirm care is delivered in accordance with personal plans, supporting agreed outcomes. The service prioritises people's well-being and safety through proactive identification and management of risks. The service provider listens to people's feedback which is taken seriously and acted upon. Communication between office-based staff and frontline teams is strong and reliable, which supports efficient operations and maintains consistent high-quality standards of care.

Positive, trusting relationships promote people's emotional well-being, belonging and stability. Staff work sensitively and skilfully with individuals who initially have been reluctant to engage with the service. Their consistent approach and ability to build a positive rapport has enabled people to feel safe, accept support, and continue living in their own homes in line with their personal outcomes. People are highly complementary of the service. They told us, *"Staff can't do enough. I am very happy with the service." "It's a brilliant service. Its more or less the same staff all the time and I get on with all of them." "An excellent service and a nice friendly bunch of staff." "My relative feels safe because carers have made it easy for them to receive services."* Stakeholders including commissioners of the service told us the service is, *"Very passionate about providing an excellent service" and "Arian care are able to adapt to people's individual needs and help maintain independence and dignity for the people they support."*

People are safe and protected from harm and abuse. Individuals told us they know how to raise concerns and would feel confident doing so if necessary. Staff receive safeguarding training and demonstrate an understanding of their responsibility to report any concerns promptly to the relevant agencies. All staff are registered with Social Care Wales, the workforce regulator, ensuring they meet the required professional standards.

The service provider told us no person currently requires a Welsh language service, although there is a commitment in making provision for the Welsh language 'Active Offer.' This is included in service documentation and development.

Care & Support — Good

People are supported to meet their personal outcomes. Personal plans are strengths-based and reflect each individual's preferences, interests and what matters most to the person. Most people identify their primary aim as remaining in their own home following injury or illness. Arian Care provides them with the appropriate care and support to enable them to do so. Staff work collaboratively with families and a range of healthcare professionals, such as district nurses and occupational therapists, to ensure people receive coordinated and effective support. For those who wish to be involved, personal plans are co-produced between the individual, their family, and the service provider. Feedback from people using the service, relatives and involved professionals indicates a high level of satisfaction with the quality of care and support provided.

People are encouraged and supported to maintain their health, independence and well-being. Routine risk assessments are completed, and people are involved in the process to promote safety and inform decision-making. Staff spoken with demonstrated a clear understanding of people's health conditions, associated risks, and the support required. They are able to identify changes in presentation and respond promptly. Regular reviews of personal plans are undertaken with people and their families. However, these reviews focus on updating changes in needs rather than evaluating progress in achieving personal outcomes or ensuring these outcomes remain relevant.

People receive their medication as prescribed and in line with national guidance. Staff are suitably trained to administer medications safely. There are clear and robust processes for reporting and managing medication errors, which are followed appropriately when incidents occur. Routine audits and checks are completed to promote safe and compliant medication practices.

There are effective arrangements in place for assessing, managing, and preventing the risks of infection. Staff are trained and monitored to adhere to protocols.

Leadership & Management — Good

The service providers oversight and governance arrangements promote a positive and compassionate culture in the service. The organisational structure is clear, and leadership and management arrangements are effective**.** Managers work collaboratively with people using the service, staff, and relevant professionals to ensure the service is safe, reliable, and contributes positively to people's well-being. People told us they feel confident that managers respond promptly and appropriately to any concerns raised. This reflects strong governance arrangements and a clear commitment to safeguarding and continuous service improvement.

Strong governance arrangements support the delivery of high-quality care. Systems are in place to monitor performance, identify and address shortfalls, and ensure that people's views are regularly obtained and acted upon. The RI maintains good oversight of the service and demonstrates compliance with regulatory duties, including regular visits to the service and completion of required quality-of-care reviews.

Safe recruitment practices are in place. The service provider has established, rigorous selection and vetting procedures that ensure staff appointed are suitable to work with people who may be vulnerable, consistent with regulatory requirements. All new staff complete a structured induction programme that includes mandatory training, shadowing experienced colleagues, and access to relevant organisational policies and professional codes of practice.

People achieve their personal outcomes because the service provider makes sure there are suitably trained staff to deliver quality care and support. Training records show staff receive appropriate learning opportunities to equip them with the knowledge and skills required to deliver safe and effective care. Regular spot checks take place to ensure practice remains consistent with expectations and standards.

People are supported by staff who have sufficient time to deliver care safely and in accordance with personal plans. Staff are offered flexibility regarding contractual arrangements, and travel time is built into scheduled call durations, helping ensure visits are not rushed. Monitoring of call times has taken place on an ad hoc basis, showing that calls are generally completed at the agreed times and for the agreed duration. During the inspection, we discussed a more systematic approach to call monitoring to improve managerial oversight. The provider has since implemented a formalised monitoring system, strengthening compliance with expected service delivery standards. Staff told us they have opportunities to discuss their working hours, responsibilities, and any issues arising during regular supervision sessions with managers. This supports effective workforce management, ensuring staff are appropriately supported and that people receive a reliable and consistent service.

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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