Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cymru Care

Caerphilly Colour Labs, 1 Ystrad Buildings, Caerphilly, CF83 8BT

02920851600

www.cymrucareltd.co.uk

The inspection visits for this service took place between 16/04/2026 and 28/04/2026

Service Information:

Operated by:	Cymru Care UK Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Requires Improvement

Summary:

Cymru Care is a domiciliary support service located on the outskirts of Caerphilly. They support people in their own homes, predominantly in the Caerphilly Borough area including Machen, Trethomas, Rudry and Machen.

We rated the well-being theme as good. Whilst the documentation in place within the service requires strengthening, people have good relationships with care workers, and this positively impacts well-being.

We rated care and support as good. Whilst personal plans and documentation requires strengthening, people are very happy with the care and support they receive from this service. People told us care workers know them well and provide support in a way they are happy with.

Leadership and management is rated as requires improvement. This is because there is a lack of structure to ensure the service is compliant with the required regulations. The lack of robust oversight of the service has resulted a new area for improvement being issued. Area's for improvement issued at previous inspections have not been met and so have been re-issued.

Findings:

Well-being — Good

People have warm and trusting relationships with the care workers who support them. People told us they know who to expect at each care call, and care workers arrive as scheduled. The value of these positive relationships is evident in the feedback we received, with one person describing the service as "*12 out of 10.*"

Although the service does not formally record individual well-being goals, people told us that care workers support them with the things they need and want. Feedback indicated that care workers are flexible and responsive, with one person stating care workers "*Go over and above*" when providing support. People consistently told us they could not ask any more of the care workers who assist them.

There is a safeguarding policy in place within the service. Whilst this policy focuses on keeping people safe from the risks of harm and abuse, it lacks sufficient detail regarding the processes to be followed in the event of a safeguarding incident. Although, people using the service told us they feel safe and well supported. There have been no formal complaints received by the service since the last inspection. The Statement of Purpose (SoP) and service user guide clearly outline how people can raise concerns with the service provider. People told us they have no issues or concerns about the care they receive. One relative told us that, although they had not needed to make a formal complaint, any feedback or comments they had shared were listened to and acted upon, resulting in changes to their relative's care.

People feel valued as individuals, which promotes positive well-being. All people spoken to during the inspection described close and positive relationships with the care workers who support them. Whilst these outcomes are not formally captured in personal plans, we were assured that care workers prioritise people's well-being in practice. People told us they feel relaxed and comfortable with care workers, and that this has a positive impact on their overall well-being.

Care & Support — Good

People speak highly of the care they receive from Cymru Care. They described care workers as "*Wonderful*." "*A happy and helpful team*." And also as, "*Excellent*." People told us they are supported by a consistent team of care workers who know everyone well. Care workers arrive on time, but on the rare event of running late will always telephone to notify people and update their arrival time.

Personal plans set out the care and support required for people using the service. These plans are basic; however, we have been assured that care workers know people well and understand how to provide appropriate support, although this is not always fully reflected in the service documentation. People told us that care workers know them well and understand their individual preferences for how they like to be supported. Personal plans contain information about people's history and outline the actions care workers should complete during each visit. Care workers respond to people's changing needs. An external professional told us care workers are "A*pproachable and responsive,"* and that the manager "*Responds and reacts quickly*."

While we saw some evidence of personal plans being updated following involvement with/ recommendations from external professionals, such as occupational therapists or district nurses, we are not assured that personal plans are reviewed as regularly as required. The service has provided assurances that systems are now in place to ensure personal plans are reviewed at the appropriate frequency. Outcomes for people require improvement because of the lack of regular review of people's personal plans, and we expect the service to take action.

Risk assessments are in place; however, within the sample reviewed during the inspection, these varied in quality and level of detail. Some assessments were comprehensive, clearly identifying potential risks and outlining the actions care workers should take to manage these risks whilst some risk assessments require strengthening.

To support infection control practices there are appropriate supplies of personal Protective Equipment (PPE) which care workers collect from the office as/ when required.

Everyone spoken to during the inspection, including people using the service and their relatives, provided very positive feedback about the care they receive. People were highly complimentary about both care workers and the management team. One relative told us, "*They get on well… and enjoy their company."* Another relative said they felt reassured that their loved one was well supported and intended to request additional support when they are away from home, as their relative feels comfortable with the care workers.

Leadership & Management Requires Improvement

The manager is responsible for the day-to-day running of the service and also provides support with care delivery. A consistent team of care workers support people using the service. Care worker retention is high, with many care workers having been employed at the service for several years. Care workers are happy at the service telling us they feel "*Valued and listened to by management.*"

Recruitment processes are in place within the service; however, these require strengthening. While we are assured that safer recruitment practices are considered when employing new care workers, this is not consistently reflected in the documentation in place within the service. The service ensures that care workers complete a Disclosure and Barring Service (DBS) check prior to commencing employment, and references are requested. Outcomes for people require improvement because not all required processes are followed during recruitment and we expect the provider to take action.

Care workers report that they are kept informed about issues and developments within the service by the manager. However, there are limited records to evidence these communications. Supervision sessions are not taking place regularly. Although we have been assured that systems have now been implemented to ensure supervisions occur at the required frequency, these sessions have not been consistently undertaken in line with expectations since the last inspection.

Care workers are registered with Social Care Wales, the workforce regulator, and have either completed or are working towards qualifications relevant to their role. However, access to training has been inconsistent, and care workers have not always been able to undertake appropriate training to maintain their skills. We have been informed that steps have now been taken to ensure all care workers complete mandatory training within required timescales.

The Responsible Individual (RI) completes the required Quality of Care reports; however, these do not fully reflect the service being delivered. The reports lack sufficient data analysis, and actions identified are not consistently followed through to completion. Outcomes for people require improvement due to the lack of appropriate oversight of the service and we expect the provider to take action. Care workers are proud of the care they provide to people using the service. They told us, "*It is wonderful to help service users have an improved life.*"

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
Systems and processes need to be more robust to ensure the continuation of safe care delivery.	16/04/26
People cannot be assured that the provider has all required information to ensure staff are suitable to care for them	17/05/22
People cannot be assured that their plans are reviewed in line with any changes in their needs	17/05/22
People cannot be assured that the care staff who support them are appropriately trained.	17/05/22

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

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