Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Caremark Cardiff & The Vale

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https://www.caremark.co.uk/locations/cardiff-and-the-vale-of-glamorgan

The inspection visits for this service took place between 24/08/2026 and 08/09/2026

Service Information:

Operated by:	Cardiff & Vale Caring 4 U 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 promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

Well-being is at the heart of this service and is weaved through everything they do. This ensures people's experience is central. People and their relatives gave excellent feedback regarding their experiences and wanted to thank the service saying, "*Thank you for always going the extra mile" and "Nothing but the height of praise."* People are treated with respect and leaders actively listen. Outcomes, goals and aspirations are developed and supported. The service considers innovative and creative ways to engage people, supporting them to meet new people, learn skills and enjoy events. Well-being is 'Excellent'.

People experience high-quality care because the provider gathers personalised and detailed information. People are involved in their care and kept well informed. The provider empowers people to achieve new outcomes that may have not been previously considered. The provider uses strong and established links with external agencies and professionals to support people in achieving outcomes. Care and Support is 'Excellent'.

People, relatives and staff have high levels of confidence in the service. This is because leaders ensure a culture of inclusion, support and respect. Leaders a visible role models in the community.

The service provider celebrates the achievements of staff, recognising those who provide outstanding care and support. Care staff development is promoted including the development of leadership skills. The Responsible Individual (RI) has systems in place to maintain oversight and continuously reviews these to drive improvement. Leadership and Management is ‘Excellent’.

Findings:

Well-being — Excellent

People are supported to have as much control as possible over their day to day lives and are supported to understand their rights and entitlements. People have relevant and detailed information accessible to them such as their service agreement and complaints process. People told us the service is flexible and responsive. The service actively engages with people and ensures they are involved in decisions that affect them. We saw regular and thorough reviews are in place and a clear commitment from leaders and staff to listen attentivity. Feedback is regularly gathered and focuses on the person's well-being and quality of life. One relative praised the service app as it enables them to see what's going on and helps them feel involved and informed, even if they are away. One person told us, *"They want to know how satisfied we are,"* and another said, they *"Always go above and beyond to make sure we are happy."*

People are supported to do the things they enjoy, like visiting clubs, garden centres and attend events. The service holds regular coffee events bringing people together holding parties and celebrations. Transport is arranged ensuring no one misses out. Loved ones and relatives are included, one told us, *"We get to meet interesting people of our own age group who we can communicate with, it is excellent for us*," and another said, *"Socialising the organisation in a beautiful way."* They hold quizzes, games and live entertainment. One person told us they've met friends and it's given them an opportunity to share skills, passions and talents.

The service offers events in creative and imaginative ways. Most recently, people praised a 'Bridgerton' themed event. People, relatives and staff told us it was a great success, with staff, managers and the RI dressing up. Awards were given and delicious food offered, one person commented it was *"Absolutely gorgeous best you can get"* and another said, *"No hotel would serve you better."* For those who couldn't make it care staff visited the person at home with food and cake in addition to flying kites in the garden. The deputy manager told us, "*Not one person went without."*

The service has collaborated with individuals and colleges in the community to promote the Welsh language and culture. Inviting college students in to provide face to face and interactive training for staff. Care staff all receive Welsh language awareness training and wear a pin badge so people can identify if they are Welsh speaker, enabling communication. Key phrases in relation to care are regularly shared, ensuring care staff can provide and understand basic information to ensure the person's needs are met. The service values Welsh celebrations such as St Davids Day, hand delivering daffodils to each person using the service.

Care & Support — Excellent

People experience high-quality care and support because the provider gathers detailed information and places high value on the assessment process, building very strong relationships with people. Leaders are involved and complete face to face individual pre-assessments to ensure the service can meet people's needs and expectations. They conduct hands on care shifts to familiarise themselves with the package of care, ensuring they can create robust plans and share their experience with care staff. People are treated with dignity and respect by care staff who know them well. One relative said, *"They treat my mum with same level of respect they would their own family."* People praised their care staff describing them as exemplary, phenomenal, cheerful and dedicated, many people told us they have been supported by the same care staff since they started using the service. This consistency builds trust and familiarity. Plans are extremely informative providing clear information for care staff to understand individual needs. We saw regular daily records which evidence needs are met. One relative told us, "*It's not just task driven, they genuinely monitor."*

Leaders and care staff spend time with people to hear their views and listen to their wants. Recently the service has developed an annual 'Make someone's wish come true,' where people can make aspirational plans and goals. Reviews include meaningful conversation where personal history and previous hobbies are discussed, recognising people's interests and passions. The service then works with the individual to facilitate ways for the person to experience this again. We heard many stories of people identifying new things they would like to try or get back to, such as a sport they once enjoyed. One relative told us they are so "*So generous,"* and another said, "*They do it from the heart."* The service ensure they communicate well and are collaborative with people, relatives and professionals. The provider uses strong links with external services, health professionals and commissioners to support in the achievement of outcomes.

The service uses an electronic recording document for medication. We saw this is appropriately used with good oversight. People have a medication profile in place which provides important information such as potential side effects of medication. We reviewed the medication policy which is detailed and informative. We discussed with the RI the need to ensure this correlates with current national guidance. Monthly medication audits are in place, and we discussed ways to strengthen these, leaders took this on-board during inspection and took immediate action.

Leadership & Management — Excellent

People have high levels of confidence in the service consistency describing it as "*Excellent."* This is because leaders ensure they are active, involved and maintain effective oversight so they can continuously drive improvement. The service is always open to listening to feedback from people, relatives, staff, professionals and external agencies, they take on board suggestions to enhance the service wherever possible. The RI/manager and deputy are regularly available at the office and offer an open-door policy. They hold regular events for care staff to come together, share experiences and develop practice. We saw creative face to face training is offered, in addition to celebrations and events such as International Women's Day, the 'Incredible events' where staff nominate each other and receive a gift such as a meal out. One staff member said, "*Receiving certificates and appreciation for our efforts is very motivating and makes us feel valued as part of the team."* Equality and diversity is celebrated. The service celebrates St Davids Day, Sri Lankan new year, Africa day, Eid and Diwali. One staff member said, "*Everyone is included and I love to learn about all the different cultures."* Another told us, *"They welcome any person from around the world."*

There is a strong commitment to fostering development of leadership skills for staff at all levels. Since the last inspection we saw some staff have been promoted and supported to complete various qualifications. People and relatives told us staff know what they are doing and describe the staff team as *"Outstanding, dedicated and committed to their job."*
Care staff are carefully recruited. The service conducts various assessments to ensure the applicant is the right person for the job, such as creating a 'values pyramid', this allows the service to cross reference the applicants' values and principles to their own. The service ensure they recruit staff members in a safe way and in line with current guidelines, ensuring they have the appropriate registration and safety checks in place. Care staff benefit from a range of training to develop their skills in addition to regular observation which helps maintain their knowledge. Drop-in clinics held by leaders provides additional updates and a platform for further development in an informal setting. The service positively engages with staff to generate ideas and improvements.

People receive care form staff who are well prepared for travel, traffic and parking this is because systems in place provide extensive information for the staff member, ensuring they can arrive safely and on time. Care staff have clear schedules with sufficient travel time. Where issues arise the provider proactively assess any lateness to identify how it can be managed considering patterns, trends and ways to improve. People are notified of any changes, many telling us they have their rota sent to them, so they know exactly who is coming that staff arrive on time.

We found quality assurance systems in place are very effective. The RI is regularly visible in the community and at the office, they speak with people and care staff. We discussed with the RI the

need to evidence the discussions they have with staff. The service ensure that care staff are appropriately registered with the workplace regulator Social Care Wales, in addition to going through the appropriate vetting checks so they are safe to work with adults at risk. We found every care staff we spoke to has the ‘All Wales Safeguarding procedures’ app on their phone and knows who to contact if they have a concern. The quality of care review, is a document which reflects the services passion for the people they support, celebrating their achievements and outcomes. The document clearly identifies what the service does well and areas to improve, it evidences excellent oversight and consideration on how the service continually improves.

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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