Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Pro Care & Support Services Ltd

Modplan, Imperial Building, Bridge Street, Newport, NP11 4SB

01495246844

https://www.procaresupportservices.co.uk/

The inspection visit took place on 03/03/2026

Service Information:

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

Ratings:

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

Summary:

Pro Care & Support Services Ltd offer care and support to people over the age of eighteen. The services are tailored to support people with learning disabilities, physical disabilities and mental health problems.

People at Pro Care and Support Services Ltd experience a service that supports good well-being. They told us they feel safe, happy, and well cared for. Care staff form positive relationships with people and encourage them to engage in meaningful activities, friendships and community life. People feel listened to and have a sense of belonging within their homes.

Care and support at People at Pro Care and Support Services Ltd aims to be nurturing however, requires improvement. Personal plans do not always reflect people's changing needs, interests or goals. Some activity planning is repetitive and does not show how the service adapts support when people's circumstances change.

Leadership and management also require improvement. Safeguarding practice and training need to be strengthened. Communication channels between care workers and relatives also needs to be improved.

Findings:

Well-being — Good

People experience positive well-being at this service. They told us they feel safe, comfortable, and supported by care workers who know them well. We saw warm, natural interactions where care workers showed patience, encouragement, and understanding. People described a strong sense of belonging and said they enjoy the company of those they live with. This supports their emotional well-being and contributes to a settled home environment.

People feel listened to and described having choice and control over many aspects of daily life. They decide how to spend their time, which activities to take part in, and how they like their routines to run. This includes decisions about social activities, household tasks, community access, and personal interests. People were confident in expressing their views and said staff respond positively to their ideas. This helps people feel valued and respected.

People take part in activities that matter to them. They attend college, youth clubs, day trips, and holidays. They also join group outings and events with their peers. We heard how these experiences build confidence and enable people to achieve personal goals, such as making friends, developing independence, and exploring new environments. People told us these activities make them feel happy and give them something to look forward to.

Care workers support people to maintain relationships with family and friends. People described regular contact with relatives, and care workers help them stay connected through calls, visits, and shared plans. This enhances people's well-being and ensures important relationships remain central to their lives.

People also benefit from support with developing independence skills. Care workers encourage them to participate in household tasks, budgeting, meal preparation and community activities at a pace that suits them. People said they gain confidence from being encouraged to try things they would not attempt on their own.

Most importantly, people consistently told us they feel safe living at the service. They trust care workers and feel able to talk to them about any concerns. They said staff are kind, supportive, and respectful. People expressed satisfaction with their home, their daily routines, and the opportunities available to them.

Overall, people experience good outcomes and a strong sense of well-being. They receive support that promotes independence, confidence, and emotional stability. The service effectively supports people to live fulfilling lives where they feel valued and included.

Care & Support — Requires Improvement

People speak positively about their daily experiences and feel well supported by care workers. Personal plans contain key information about people's past life experiences, needs, preferences and routines. This helps care workers build meaningful relationships and enables natural conversations that reflect what matters to people. People experience care that is dignified and respectful. They enjoy positive interactions with care workers, friends, family and others in their homes.

However, our review of personal plans, records and staff discussions shows the service does not always provide consistent or detailed care planning. Many plans do not show meaningful updates when people's circumstances change. This limits the service's ability to show how support adapts to people's evolving needs, choices and outcomes.

We identified when people have completed college, stopped activities or developed new interests, these changes are not consistently reflected in their plans. Activity records for several people have also remained the same for long periods. This does not show how the service supports people to engage in varied, purposeful experiences or develop new interests. Care workers shared examples of meaningful activities people take part in, but these are not always recorded. Accurate documentation is important, so all staff understand people's preferences, progress and aspirations. This is an area for improvement, and we expect it to be addressed by the next inspection.

People told us they feel confident that care workers know them well and support their day-to-day needs. They receive emotional reassurance, practical help and encouragement to develop independence. However, written documentation does not always reflect the quality of care delivered. Personal plans do not clearly show people's goals, the steps they are taking towards them and how care workers support progress.

People are referred to external health professionals when required. We saw evidence that recommendations are followed and that care workers work with other agencies to support people's well-being. People receive their medication safely. Storage systems are organised, and medication is administered in line with national guidance and the provider's policy. Medication is stored correctly, and people receive it in a person-centred way that promotes choice and independence.

Leadership & Management Requires Improvement

People experience positive day-to-day support, and care workers told us they feel well supported by the manager, who is visible in the service and has established good relationships with people. Staff described a positive workplace culture where they feel valued and able to raise concerns. This promotes stability and continuity of care. The service provider's oversight helps create a compassionate culture where people's experiences are central to decision-making.

However, we identified gaps in safeguarding knowledge, policy accessibility and oversight of communication practices that must be addressed to maintain safe and effective care. Safeguarding understanding is inconsistent across the staff team. Some care workers described the reporting pathway clearly, but others were unable to locate the safeguarding policy or explain how to escalate concerns. This is unsafe and indicates safeguarding training is not fully understood or embedded. Procedures must be clear, accessible and consistently applied so all care workers can respond appropriately if they have concerns. This is an area for improvement, and we expect it to be addressed by the next inspection.

We also identified concerns about how staff and relatives communicate. The use of informal digital communication presents risks in relation to confidentiality, data protection and professional boundaries. Communication relating to people's well-being must remain within secure and auditable systems. Governance arrangements should ensure all communication methods used within the service follow policy, safeguarding principles and data-protection requirements.

Staff spoke positively about the manager, describing them as approachable, supportive and committed to staff development. Care workers receive regular supervision, and training records show a range of learning opportunities available. However, training content is not always embedded in practice. For safeguarding in particular, staff knowledge does not consistently reflect the training provided. Policies should be accessible, reinforced through supervision and team discussions, and regularly reviewed with staff to ensure safe practice.

The provider supports leadership development, and we saw examples of staff being promoted internally. This contributes to a stable workforce and helps create opportunities for professional growth.

There are quality monitoring systems in place, including audits of care and support, visits to the service by leaders and gathering feedback from people, staff and visiting professionals. This information is used to drive improvements and helps people feel confident in how the service is run.

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
People may not always receive care and support that reflects their current needs, preferences and personal outcomes because personal plans, reviews and activity records are not updated in a meaningful or timely way. Care documentation does not consistently show how the service responds when people's circumstances change, which means staff do not always have clear, up-to-date guidance to deliver consistent, person-centred and outcome-focused care.	03/03/26
People may be at risk because safeguarding procedures are not consistently understood or followed, meaning concerns may not be recognised or reported in a timely or appropriate way. The use of insecure communication methods also increases the potential for breaches of confidentiality and weakens the safeguards needed to protect people from harm.	03/03/26

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

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