Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cariad Domiciliary Support Services LTD

Cariad Domiciliary Support Services Ltd, Office 6, Imperial House, New Road, Pontypool, NP4 0TL

01495740700

www.cariadsupport.co.uk

The inspection visit took place on 07/11/2025

Service Information:

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

Ratings:

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

Summary:

Cariad Domiciliary Support Services Ltd provides care and support to people living in supported living accommodation. The agency is committed to promoting people's independence, well-being, and choice. Peoples' wellbeing and care and support are good. Personal plans are comprehensive, person-centred, and subject to regular review, ensuring individuals remain central to decision-making. However, recording of personal outcomes requires further development and greater involvement of people and their representatives in the review process is needed. Staff show a strong understanding of safeguarding responsibilities and health promotion, working collaboratively with professionals to maintain people's safety and well-being.

We rate leadership and management are requires improvement. Leadership is visible and responsive, fostering a culture of continuous improvement and supporting staff development. Quality assurance arrangements are well established, with audits and feedback mechanisms used to drive improvement. Recruitment practices require further strengthening to ensure they fully safeguard vulnerable people which was highlighted at our last inspection. Staff training and development requires further work to ensure their professional competence is maintained. Overall, the service demonstrates a clear focus on empowering individuals to achieve positive outcomes and live fulfilling lives.

Findings:

Well-being — Good

The service demonstrates a positive culture that promotes individuals' rights to make choices and take personal risks. Staff are familiar to people and have a good understanding of their needs and preferences. Individuals are offered meaningful choices and opportunities to engage in activities tailored to their interests, supporting well-being outcomes. Independence is actively encouraged, and people are supported to maintain personal relationships and community connections. Staff work collaboratively to meet people's healthcare needs, ensuring continuity and quality of care. Personal plans are detailed and enable staff to provide care with dignity and respect, recognising each person's uniqueness. Communication needs are considered so individuals have a voice in decisions about their care. The provider promotes the Welsh language and cultural identity, offering bilingual support where preferred. Overall, people experience a strong sense of well-being through care that prioritises dignity, respect, and choice.

Safeguarding arrangements are clear and effective, ensuring people feel safe and protected. The provider prioritises people's well-being and safety by identifying and managing potential risks. Systems are in place to routinely gather and consider people's views, supporting continuous improvement. Individuals are informed of their rights and receive appropriate support to exercise them when needed. Staff demonstrate an understanding of their responsibility to report safeguarding concerns promptly. Recruitment practices require further strengthening to ensure consistency and compliance by confirming staff suitability to work with vulnerable adults.

People are supported to develop and maintain safe, healthy, and meaningful relationships. Staff know individuals well, with many having long-standing relationships that enable them to interpret non-verbal cues and respond appropriately. During our visit, we observed staff recognising when a person was not their usual self and acting promptly in their best interests, demonstrating a person-centred approach. The person looked comfortable with staff. People are encouraged to maintain contact with loved ones and are supported to participate in community activities, clubs, and groups that reflect their interests. Opportunities to broaden experiences are promoted, including annual holidays abroad for some individuals. One person told us how valuable the friendships they had formed through attending community groups were to their well-being.

Care & Support — Good

People receive care and support that enables them to achieve their personal outcomes. Personal plans are strengths-based and reflect individual preferences, interests, cultural identity, and what matters most to the person. Plans include details such as what a good day looks like and how best to support the individual, ensuring care is person-centred. Positive behaviour support strategies are in place, guiding staff on how to respond when a person is distressed or displays specific behaviours. People experience kind, sensitive, and compassionate care and support from staff who know them well and have established positive relationships.

The service provider gathers relevant information from professionals already involved in people's care and support and, wherever possible, speaks directly with individuals to understand their needs, preferences, and aspirations. This approach ensures decisions about whether the service can meet a person's needs are informed, person-centred, and consistent with regulatory requirements.

Reviews of personal plans are taking place; however, they primarily focus on updating changes to needs rather than evaluating whether personal outcomes are being achieved. While there has been some progress in involving families who wish to contribute to reviews, this practice is not yet embedded and needs to be sustained to make a meaningful difference. This was identified at the previous inspection. Outcomes for people require improvement because individuals and their relatives should be involved in the review process if they want and we expect the provider to make improvements. Greater emphasis is required on outcome-based evaluation to ensure people remain at the centre of planning and review processes.

People receive their medication as prescribed, in line with national guidance and the service provider's policy. Staff medication competency is prioritised, with training arrangements reviewed and strengthened to ensure safe practice. Storage arrangements have improved to maintain the efficacy and safety of medicines. Protocols for 'as required' (PRN) medication are in place and followed. Where covert administration is necessary due to fluctuating needs or mental health deterioration, appropriate documentation and best-interest decisions are recorded to ensure compliance with regulatory requirements and least restrictive practice.

Leadership & Management Requires Improvement

Leadership is visible and responsive, promoting a culture of continuous improvement and supporting staff development. The Responsible Individual (RI) undertakes visits, engages with people who use the service and staff, which is appropriate to the role, and ensures effective oversight. Quality assurance arrangements are embedded within the service. Audits and feedback mechanisms are used effectively to monitor performance, inform practice, and drive improvement. Questionnaires have been revised to strengthen consultation with people who use the service, their representatives and staff, an annual newsletter supports ongoing communication with families and friends. Six-monthly quality of care reports are produced which shows the provider's commitment to transparency and continuous improvement. Overall, the service demonstrates a clear commitment to promoting well-being, voice, and control. People are empowered to achieve positive outcomes and live fulfilling lives.

People's wellbeing is at risk because of inconsistent approaches to staff recruitment. Selection and vetting processes for new staff require strengthening to ensure people are fully safeguarded. This was highlighted at the previous inspection. While progress has been made, a consistent approach is needed to ensure new staff are fit to work with vulnerable adults. Outcomes for people require improvement because staff recruitment practices are insufficient and we expect the provider to make improvements.

Staff supervision, appraisal and development needs strengthening to ensure all staff have the training, skills, and competence to meet people's needs. Routine checks are in place to confirm permanent staff remain suitably fit and maintain appropriate professional registration. Managers monitor staff training, and the agency has changed training providers following consultation with staff. The service provider recognises further work in this area is needed prioritising it as a key focus for the agency.

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's outcomes and goals are at risk of not being recognised and achieved due to the lack of review and involvement of the the person and significant other in the review process.	03/09/24
People are at potential risk if all the required recruitment information and safety checks is not available on staff file to ensure all staff are recruited safely	03/09/24

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

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