Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cardiff Homecare Services

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The inspection visit took place on 13/08/2026

Service Information:

Operated by:	Cardiff Homecare Services Ltd
Care Type:	Domiciliary Support Service
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	Good

Summary:

Cardiff Home Care Services, operating as Cera Care, provides domiciliary care and support to people living in Cardiff and the surrounding areas. The service supports older people, people with learning disabilities and people living with mental health needs, enabling them to remain in their own homes and maintain their independence.

We rated well-being as excellent. The service demonstrates a strong commitment to promoting people's wellbeing, independence and participation. People are actively involved in decisions about their care and support, and the service takes a person-centred approach which focuses on achieving outcomes that are important to them.

We rated care and support as excellent. Personal plans are comprehensive, highly individualised and provide clear guidance for care workers. They are regularly reviewed and updated to reflect people's current needs, preferences and goals, ensuring care remains responsive and effective.

We rated leadership and management as good. The service benefits from effective oversight and governance arrangements. People and care workers consistently describe the registered manager as approachable, responsive and supportive. Systems are in place to monitor the quality of care provided and to promote positive outcomes for people using the service.

Findings:

Well-being — Excellent

People consistently speak highly of the care and support they receive and describe positive experiences of the service. The information contained within the Service User Guide accurately reflects the high-quality support provided. The service demonstrates a clear commitment to promoting the Active Offer of the Welsh language, with Welsh-speaking care workers identified through their staff badges. People told us they can easily contact office staff when needed and consistently described them as responsive, approachable and proactive in responding to changing needs.

There is a strong person-centred approach to care planning. People are actively supported to identify what is important to them, and this is clearly reflected within detailed and personalised care plans. Personal goals and outcomes are well defined, and care workers provide effective support to help people achieve and maintain these outcomes.

Risk management arrangements are robust and proportionate. Risks are carefully assessed, regularly reviewed and managed in a way that promotes people's independence, choice and wellbeing. This enables people to participate in activities and daily living with confidence while maintaining their safety.

The service demonstrates a strong commitment to safeguarding and protecting people from harm. Comprehensive safeguarding policies and procedures are in place and are supported by effective training. Care workers show a clear understanding of their responsibilities and are equipped with the knowledge and skills needed to promote people's safety and wellbeing.

There is strong and effective engagement with a range of external health and social care professionals to support people’s health, wellbeing and overall outcomes. Information shared by partner agencies is reflected in people’s personal plans, which are reviewed and updated promptly to ensure they continue to meet individuals’ changing needs. This collaborative approach helps people access the support they need and promotes their health and wellbeing.

Electronic call monitoring systems are used to record and monitor attendance at scheduled care visits. This provides effective oversight of service delivery and enables managers to identify and respond promptly to any issues. People told us care workers usually arrive at the expected time and that they are supported by a consistent team of care workers. This continuity of care helps to build positive relationships and supports people's wellbeing.

Care & Support — Excellent

Personal plans are person-centred, strengths-based and tailored to individual needs. They clearly identify the tasks people can undertake independently, as well as where support from care workers may be required. The plans describe how individuals prefer to receive their care, helping to promote comfort, choice and dignity. Detailed social histories are also recorded, providing valuable insight into people's lives, experiences and significant events. This information supports meaningful conversations and helps foster positive, person-centred relationships between care workers and the people they support.

Personal plans are reviewed regularly, with family members involved where appropriate. Feedback from people receiving support was overwhelmingly positive, with care workers described as "C*ompassionate, reliable and professional*." People told us they have developed good rapport with care workers and have built positive, professional relationships with them. People also reported that regular care workers attend visits as expected, supporting consistency and reliability in the delivery of care. People describe the service as "A*daptable*" and "*Flexible*", highlighting the service accommodates appointments and changes to routines while maintaining continuity of care. Relatives and family members feel well informed about the care their loved ones receive and can access relevant information through a mobile app. Families report they are able to discuss any concerns or issues with the registered manager, who responds promptly and takes appropriate action to address matters raised.

There are safe medication management processes in place, supported by the use of an electronic medication system. This system provides effective managerial oversight and generates alerts where medication has not been administered as required. Day-to-day monitoring demonstrates that timely action is taken in response to any issues identified, helping to promote people's health and safe medication administration practices. Appropriate risk assessments are in place to support the safe management of medicines, and these arrangements are underpinned by comprehensive policies and procedures.

There are sufficient supplies of Personal Protective Equipment (PPE) available to staff, supporting effective infection prevention and control practices. This helps to promote the safety and wellbeing of both people receiving care and the care workers who support them.

Leadership & Management — Good

There is effective oversight of the service by both the Registered Manager and the Responsible Individual (RI). The Registered Manager has a good understanding of the day-to-day operation of the service and is readily available to address and resolve any issues as they arise. The service uses an electronic system that provides real-time alerts when scheduled activities are not completed. This supports effective oversight by enabling prompt investigation and action where required, such as when medication has not been administered as prescribed. Systems are in place to ensure accidents and incidents are appropriately recorded and that timely action is taken in response. Compliments and complaints are logged electronically, supporting accurate record keeping and enabling oversight of actions taken.

Recruitment processes are robust and promote safe practice. All required pre-employment checks are completed before new care workers commence their roles, including obtaining two satisfactory references and a Disclosure and Barring Service (DBS) check. Newly recruited care workers receive a comprehensive induction programme, which includes face-to-face training, ensuring they have the necessary knowledge, skills and competencies to provide safe and effective support before working independently. Care workers are supported to undertake formal qualifications relevant to their role. They also receive regular supervision, which provides opportunities to discuss their wellbeing alongside work-related matters.

The RI undertakes the required visits to the service and demonstrates effective oversight through detailed monitoring reports. These reports provide a clear account of the service's operation and show that the RI is well informed about its performance and quality. While they include some reference to people's views, the primary focus is on operational and governance matters. Six-monthly quality of care reports are comprehensive and clearly document the service's internal review processes and performance. The reports provide a broad overview of service performance and key findings. Enhancing the analysis of internal data would further demonstrate how the service uses this information to guide future priorities and actions.

Care workers are happy and feel supported by the registered manager. Care workers told us they feel a sense of pride for the care they provide to people using the service and they "A*re a lovely team to be part of*."

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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