Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

All Care (South Wales) Ltd

All Care (s Wales) Ltd, 228 Holton Road, Barry, CF63 4HS

01446735656

www.all-care.org

The inspection visits for this service took place between 17/04/2026 and 30/04/2026

Service Information:

Operated by:	All Care (South Wales) 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	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

All Care is a community based domiciliary support service operating in Cardiff and the Vale of Glamorgan. The provider is extremely passionate about people's rights, well-being, outcomes and providing a person-centred approach. The Responsible Individual (RI), managers and care staff consistently strive to achieve people's personal, goals, aspirations and outcomes. We found the service go above and beyond in relation to people's and staff well-being. Well-being is excellent.

Care and support is good. Personal plans and risk assessments are in place and reflective of people's support needs. Medication is well managed with good systems which aid oversight. People told us they feel safe and happy and can raise concerns if they need to.

Leadership and Management is good. Care staff receive training and supervision as well as the appropriate vetting. Managers have good systems in place which aid oversight and governance. Care staff rights are promoted, and managers and the RI ensure they are up-to-date with most recent guidance and policy making. There is an excellent commitment to support staff well-being and inclusion.

Findings:

Well-being — Excellent

Well-being is at the heart of this service. Everyone we spoke with praised the service. The majority attend a weekly café, set up by the provider. People told us, they hold regular meetings to decide what they want to do and what events they want to run, a manager told us, *"It's run by them".* Events include, fundraisers, afternoons tea, Halloween parties, Indoor exercise class, and 'Africa Day' where people came together to celebrate national dress and culture. Managers told us they are passionate about reducing loneliness, one person told us the café is a "*Wonderful organisation, its lovely to meet other people, only time I get out actually*," and another said, "*It's the only time I'm out, if didn't go there I wouldn't go out at all week."* The café provides a sense of community, and people develop friendships. One person told us it's thanks to the café their independence has improved, saying "*It makes such a difference, you get to know people its lovely."*

We heard several examples of how the service goes above and beyond, identifying signs of social isolation and taking action to improve people's experience and independence, supporting them to develop relationships and access the community. One member of staff told us *"We all work together to give the individuals what they want. To enable them and families to live the life they wish,"* and another told us, "*Everything is catered to X needs, what X wants to do, where X wants to go."* The service has their own vehicles, meaning those who may struggle getting public transport can still do the things they want. Some people told us they've enjoyed trips such as bowling and visiting Barry Island. The service is community focused inviting local schools, businesses and visitors in. One person told us how they enjoy Fish and Chip Friday provided by a local business. A manager said, *"We see so many people's lives changing because of the little things we do."*

The service records the work they do regarding outcomes through 'Outcome story boards.' We saw pictures displayed in the office celebrating and recognising people's achievements, big and small. Some people have achieved further independence, going to the pub, eating a nostalgic meal, some going on holiday and some completing educational courses. One manager said, "*Our outcomes focussed approach to care allows individuals to lead fulfilling lives and meet their aspirations."* People have access to the information they need. There is a service user guide and a service agreement in people's files. These documents include important information about their contract with the service and important contact details if they have a concern.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes Care is designed in consultation with people, and everyone we spoke with told us their plans reflected their needs and support. Plans are personalised with good details so care staff know what the persons needs are. Risks are considered and documented. We discussed with the provider the need for specific risk assessments to be considered, such as skin integrity. Regular reviews ensure information is current and one person told us, "*They want to ensure things are up to date."*

People receive rotas so they know who is coming to support them and told us carers arrive on time and complete all the tasks required. One person said, "*They know what they're doing"* and another said, "*They're wonderful, I can't fault them."* Care staff complete person-centred daily records capturing the persons mood and their overall well-being. We noted some care tasks were not being consistently recorded. The RI told us they are conducting a thematic review to ensure plans, and records correspond.

Managers know when to report concerns to the police and safeguarding. Care staff told us the service are quick to respond to any concerns. Care staff receive safeguarding training and understand how to report concerns internally and externally. People told us they felt confident in care staff and the managers saying, *"They're as good gold," "They are a helping hand,"* and *"I couldn't do without them and nice to know someone is coming in the morning"*

People told us they can access health professionals when they need to, and several people do this independently. Some people manage their own medication and some people require support. The electronic system in place ensures that any missed support actions are alerted to care staff and managers. Medication is clearly recorded and stock checks regularly completed to avoid errors. Records and risk assessments are in place, and these clarify how much or little support the person needs. The RI has been involved with 'All Wales' changes to guidance regarding medication and is implementing this within the service, ensuring policies and practice reflect most current guidelines. One manager said, *"Everyone is valued and health and well-being are at the fore front."* Care staff receive training and regular observation ensuring their practice is of a good standard. One person described the service as *"Excellent, but I'm a great believer in there's always room for improvement."*

Leadership & Management — Good

There are good systems in place to aid governance and the smooth running of the service. Managers complete regular checks and audits to maintain oversight, and the electronic system enables live oversight of care delivery and support. The Responsible Individual and managers are visible and present. The RI completes a Quality of Care review considers complaints, safeguarding and staffing as well as identifies what the service does well and how they could improve. We discussed using this document to evidence the positive work achieved at the service and highlighting people's and staff's feedback with the RI. The RI told us they regularly gain feedback from people and staff. The RI has updated some documents to improve the recording of this and their oversight.

The RI and service managers attend regular meetings and are involved in different groups which consider care in Wales, such as the Welsh Government Domiciliary Steering Group. This shows leaders are committed to continuous development to improve their own skills and knowledge which benefit the care and support provided. Care staff receive a range of training so they can meet individual's needs, for example Safeguarding, Dementia, Autism, and Relaxation techniques. Staff supervision is up-to-date and care staff receive regular spot checks and observation to ensure they are competent in their roles. Care staff told us they feel happy and well supported with some working at the service for many years. Care staff understand the service's person-centred values, culture and ethos saying, "*It's a really personal service as it should be*", "*I have worked in the company for many years and throughout my time the care has been amazing*" and *"The company do an amazing job and are very compassionate."*

Care staff receive the appropriate checks and vetting to ensure they are safe to work with adults at risk. Staff files are well organised. The service uses an external company to ensure records for overseas staff are correct, appropriately vetted and in line with current guidance, ensuring the required legal documents are in place. The service is passionate about promoting rights and the well-being of care staff. The RI said, *"You need to be prepared to commit to the right thing…ensure your staff have a voice."* The service holds regular well-being meetings and has set up a 'Constitution of Cultural Awareness Rights and Equality Community' to amplify voices, promote respect, share good practice, build unity and advocate for fair working conditions and equal opportunities. The RI goes above and beyond to ensure people's rights are upheld and care staff have the appropriate working arrangements in place. One manager said, *"Everyone at All Care is embraced and nurtured whether this is the individuals or our employees."*

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.