Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Home Instead Newport, Cwmbran & Chepstow

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The inspection visit took place on 22/09/2026

Service Information:

Operated by:	Home Instead Senior Care Newport
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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Home Instead Newport domiciliary support service provides excellent high-quality, person-centred care that enables people to achieve positive outcomes and remain independent within their own homes. People and their relatives consistently described staff as caring, compassionate and reliable. They told us staff know people well, understand their preferences and provide support in a way that promotes dignity, choice and independence.

We found the Care and Support provided to people is excellent. Personal plans and risk assessments were highly individualised and provided clear guidance to staff. Care records demonstrated meaningful engagement with people and responsive support when needs changed. Staff worked effectively with families and professionals to ensure people received coordinated care and support.

Leadership and Management is excellent. We saw comprehensive governance arrangements, effective quality assurance processes and strong workforce development systems that promoted continual improvement and excellent outcomes for people. Staff told us they feel well supported and valued, and we found a positive culture focused on learning, quality and achieving the best

possible experiences for people.

Findings:

Well-being — Excellent

People experience excellent outcomes because they receive highly personalised support that promotes independence, maintains important relationships and enables them to remain living safely in their own homes. Staff have developed strong and meaningful relationships with people due to their 'matching process'. This process is used to match people to staff with similar interests and backgrounds which demonstrates a very good understanding of people's needs, preferences and life histories. The service prompts people to retain choice and control over their daily lives and encourages independence where possible. We found numerous examples of care being tailored to what matters most to people. Care records demonstrated people are encouraged to continue hobbies, interests and social connections, including maintaining contact with family members and engaging with their local communities.

Feedback from relatives was exceptionally positive. One representative described staff as "*absolutely fabulous*" and told us they "*couldn't fault*" the support provided. They explained care workers know their family member well, understand their personality and communication style, and provide compassionate support that promotes dignity and wellbeing. They also told us consistency of care workers is particularly valued because familiar staff help reduce anxiety and provide reassurance.

People receive support that promotes their health and safety whilst respecting their rights and independence. We found staff work closely with families and health professionals to respond promptly to changing needs. Records demonstrated staff recognised and reported concerns relating to health conditions, skin integrity, nutrition and swallowing difficulties, ensuring appropriate action was taken. Care records included detailed risk assessments and guidance to support people safely whilst maintaining positive outcomes.

People benefit from support that reflects their communication, cultural and language needs. The service actively promotes the Welsh language and demonstrated an awareness of matching Welsh-speaking people with Welsh-speaking care workers where possible. We also found people were supported to maintain important family relationships and participate in meaningful activities which enhanced their emotional wellbeing. A memory café and dementia support initiatives provided additional opportunities for social engagement and support.

Overall, people consistently receive compassionate, respectful and highly personalised support from care workers who place their wellbeing at the centre of service delivery. This helps people achieve positive outcomes, maintain their independence and live fulfilling lives.

Care & Support — Excellent

People receive care and support of an excellent standard that is tailored to their assessed needs, personal preferences and desired outcomes. Care planning arrangements are highly effective and provide care workers with detailed guidance to deliver consistent, person-centred support. We reviewed a sample of personal plans and found they contained comprehensive assessments, clear outcome-focused care plans and regularly reviewed risk assessments. Personal plans were written in a personalised way and provided detailed information about people's routines, preferences, health conditions, communication needs and aspirations.

The service demonstrates a strong commitment to understanding each person as an individual. Personal plans included detailed life histories, information about important relationships, preferred routines and practical guidance on how support should be delivered. Care workers recorded meaningful information following visits, ensuring changes in needs were identified and responded to promptly. Daily records demonstrated thoughtful and responsive practice, with staff consistently seeking guidance when concerns arose to ensure people received safe and appropriate support.

People benefit from continuity of care provided by staff who know them well and understand their changing needs. We found evidence of effective partnership working with family members and healthcare professionals to support positive outcomes. Personal plans showed specialist advice had been incorporated into care planning, including guidance relating to nutrition, swallowing difficulties, mobility and skin integrity. Risk assessments were regularly reviewed and reflected current levels of need.

Medication support arrangements are well developed and supported by detailed policies, competency assessments and oversight processes. The provider maintains clear systems to ensure staff receive the training and guidance required to administer and support medication safely. In addition, monitoring records and body maps demonstrated staff identified health concerns promptly and took appropriate action to promote people's wellbeing.

Overall, care and support are delivered to a very high standard. The service consistently places people at the centre of planning and delivery, ensuring support remains responsive, personalised and focused on achieving the outcomes that matter most to each person.

Leadership & Management — Excellent

The service benefits from excellent leadership and management arrangements that consistently place people's wellbeing, outcomes and experiences at the centre of service delivery. Leaders have established a positive culture that promotes high-quality, person-centred care, continuous improvement and workforce development. Effective governance and oversight arrangements ensure the service operates in line with its statement of purpose and maintains a high standard of care and support.

The provider has comprehensive systems to monitor the quality, safety and effectiveness of the service. Quarterly visits from the Responsible Individual and their quality of care reviews, and audits, are used effectively to gather feedback, monitor performance and identify opportunities for improvement. We found leaders use information from audits, surveys, incident reports and stakeholder feedback to drive service development and ensure people continue to achieve positive outcomes to effectively meet their personalised needs.

People, relatives and staff consistently spoke positively about the management team. Leaders are described as "*visible, approachable and responsive"*. Staff told us they feel valued, listened to and supported through regular supervision, competency assessments, spot checks and ongoing training opportunities. The provider has created a strong learning culture where staff are encouraged to reflect on practice, share good practice and continuously develop their knowledge and skills. Staff described feedback as "*constructive and solution focused*" and told us managers are always available to provide guidance and support.

The provider demonstrated an excellent commitment to recruitment, development and retention of their skilled workforce. Recruitment processes are robust and ensure staff are appropriately vetted before working within the service. Training arrangements are comprehensive and include both mandatory and specialist learning opportunities. Staff demonstrated a strong understanding of people's needs, values and personal outcomes, which contributes to the consistently high quality of care delivered.

Strong communication systems and effective partnership working ensures information is shared appropriately and people receive coordinated support. As a result, people benefit from a service that is well managed, highly responsive and continuously striving for excellence.

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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