Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Recovery Care Ltd

Cbtc2, Capital Business Park, Cardiff, CF3 2PX

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www.recoverycare.org.uk

The inspection visits for this service took place between 18/09/2025 and 25/09/2025

Service Information:

Operated by:	Recovery Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

Well-being	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

Recovery Care Limited provides supported living to people in their own homes across Cardiff and the Vale of Glamorgan. People are happy with the care and support they receive. Care staff are dedicated and professional. Overall, staff retention is good, and this promotes consistency of care whenever possible. People develop strong bonds with the care staff, which is highly valued. Care and support packages are tailored to meet people's needs and preferences, and documentation is available to fully inform care staff. They receive appropriate training and supervision and know people very well.

Since the last inspection the provider has made changes to key roles at the service in leadership and management. Quality assurance measures work well, meaning there is a good understanding of service development. The service continues to collaborate well with people to identify goals and well-being opportunities which is a strength of the service. People experience excellent well-being outcomes because of outstanding practices across the service, which means they feel happier, healthier, and more supported in their daily lives. Care and support is good because people receive consistent and reliable standards of care. Leadership and management is good because oversight and governance is well organised, proactive and knowledgeable. The culture of the organisation is positive with a united approach, with outcomes for people at the heart of the service.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. The service actively supports people to identify their well-being outcomes. The service excels at getting to know people well and what is important to them, meaning care and support focuses on people's preferences and strengths. There is a clear commitment from the service to listen and support people to make informed choices. People are effectively empowered and are confident making decisions about their care. Care staff have exceptional knowledge about people, including important details such as interests, religious and cultural needs, history, protected characteristics and personal networks. This means people are receiving the right level of input from care staff to engage with hobbies and community groups with great success. With few exceptions people have strong and meaningful relationships with care staff. People told us "*Without this service I would still be in my shell*" and "*They have made my life better."*

People's well-being and sense of worth is greatly enhanced by service leaders and care staff. People are encouraged to embrace their identities and unique characteristics, knowing they are valued and respected. At the time of inspection, we did not meet with people receiving a service using the Welsh language. However, the service thoroughly assesses people to establish their cultural, heritage and religious needs, which positively impacts their well-being in all aspects of their daily life. People told us the service treats them with respect regardless of their current or past challenges. Care staff and management are available to them. People are encouraged to take positive risks and build on their strengths, such as taking more independent steps in their daily routines when the time is right for them. We saw effective but temporary interventions when risks are increased, for example, for people requiring more service input with medication routines. Restrictive measures are regularly reviewed, including self-medication routines.

People are safeguarded from abuse and neglect. All people we spoke with told us they feel confident to speak with service leaders and care staff if they have an issue. People receive service information about how to raise a complaint. There are effective and responsive systems in place for oversight of complaints. The responsible individual (RI) frequently visits people in their homes to discuss the quality of the care they receive. The service acts when issues are raised, and almost all people told us they are listened to.

Care & Support — Good

People receive consistently good quality of care because the provider thoroughly assesses their needs before delivering a service. The service includes people and their representatives when gathering information, this includes information from other professionals. We saw care staff receive training in specific topics to ensure they have the skills and understanding to work well with people to meet their assessed needs. Service agreements are in place, and most people understand their commissioned support hours. Electronic records do not consistently capture the hours of support delivered to each person. But overall, people told us they get the right care and support at the right time.

The service completes the personal plan to inform care staff of a person's needs and preferences. Personal plans are person centred, and outcome focused. We saw records of reviews of the personal plan, but it was not always clear people, or other professionals are participating in the review. We discussed the electronic review record with service managers and the importance of accurate record keeping. We saw highly detailed information about people's history, social networks and life experiences which fully inform care staff of vital information. The service supports people to manage risks, and risk assessments are well written and fully inform care staff.

The service provides effective support to people to access health services and maintain their physical and mental health. Some people have achieved very good health outcomes because of the input they receive from the service. One person told us they are "*Eating much better*" and they feel their overall health has improved because of the care and support they receive. Some people attend hospital appointments for monthly blood tests and told us they are in a better routine because support from care staff ensures they do not miss appointments.

People receive their medication as prescribed. The service promotes people's independence to self-manage medication whenever possible, with the service closely monitoring people's outcomes. When there are concerns about a person's ability to safely manage their medication, appropriate support is in place. Medication recording charts are complete. Medication auditing is mostly effective, but we saw some gaps in records which had not been identified through auditing. We discussed this with service leaders and prompt action was taken. Care staff receive training to administer medication and are competent. The service is proactive in addressing any matters relating to poor practice resulting in medication errors.

Leadership & Management — Good

The governance and leadership at the service is effective. Recent changes in the structure were communicated well to care staff and people receiving a service. The RI and leadership team promote a positive culture with high expectations on the quality of outcomes for people. The service recognises the importance of involving people and values their input. The RI achieves this through home visits and gathers people's views with service questionnaires. The service seeks regular feedback from care staff. Feedback informs service improvement, and we saw action plans and outcomes detailed in quality assurance reports and records of home visits. People feel at ease expressing their views with care staff and service leaders because the positive culture of the service is embedded throughout.

The RI produces a quality-of-care review which is informative and detailed. The review informs the provider what the service does well and effectively identifies where they can further develop the service. The review includes an action plan which monitors progress and informs the provider. Auditing systems are in place. Regular meetings keep care staff informed. Since the last inspection the service has invested in an electronic records system which is mostly working well. The management team is aware of some minor gaps in records, and we discussed the prompt action being taken to ensure all documents and records are always up to date.

We found safe recruitment procedures and on balance, retention of care staff is good. Staff across the service unanimously told us they feel supported in their role by management. There is effective induction and mentoring for new care staff. Staff meetings provide the opportunity to meet as a team to share experiences and be fully informed of changes which are important to their role. Care staff told us "*We are supported to voice our opinions and ideas."* Most care staff are registered with Social Care Wales, the workforce regulator. More than half of care staff hold or are working towards a suitable qualification. The service delivers training to care staff which meets the specific needs of people using the service. Most training and supervisions are up to date. Overall, the provider ensures enough suitably qualified, trained, skilled, and competent staff are deployed to work at the service. Policies and procedures fully inform care staff of their responsibilities. All policies seen during inspection follow expected guidelines. The statement of purpose contains key service information and is available to stakeholders.

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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