Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Paul Sartori Foundation

Paul Sartori House , Winch Lane , Haverfordwest , SA61 1RP

01437763223

paulsartori.org

The inspection visits for this service took place between 14/11/2025 and 11/12/2025

Service Information:

Operated by:	Paul Sartori Foundation Limited
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	Excellent

Summary:

Paul Satori foundation is a specialist service supporting people with a palliative care need across Pembrokeshire.

Well-being is rated as excellent because people receive a flexible and bespoke service that is highly person centred. People and their representatives value the exceptionally sensitive service and the difference it makes to them.

Care and support is rated as excellent because people receive outstanding care and support from a team of highly skilled, caring and compassionate staff. The ‘can do’ culture at the service means people’s needs are met in a highly creative and proactive way.

Leadership and management is rated as excellent. People, their representatives and staff value the outstanding leadership and the many variety of support options that are made available to them.

Findings:

Well-being — Excellent

People are treated with dignity and respect by a team of highly skilled and compassionate care workers. There is a positive and creative culture at the service, that ensures people get the right support that the right time. Care workers told us, *"We pull out all of the stops to make sure people get what they need"* and *"It's so rewarding knowing you've made a difference"* and *"We are very holistic here. We treat people with dignity and respect".*

The service responds quickly to requests for care. People are encouraged to have as much control as possible over their care and support. People are actively involved in decisions that affect them, ensuring their voices are always heard, respected and acted upon. Communication is a key aspect at the service. Support workers listen attentively, provide clear information to enable people and their representative to make informed choices.

People's well-being is enhanced by the provision of complementary therapies and treatments. This is also available to family members. We saw a well-equipped therapy room in the offices, which is also offered to people in their own home.

There are exemplary mechanisms in place to ensure that every voice is heard, with systems to safeguard people and protect them from abuse and neglect. There are extensive support systems to ensure any risks are promptly identified and addressed in line with the individuals' preferences or choices.

People are openly informed about their rights and are positively supported in voicing their concerns. Resources are made readily available to help them understand how to communicate their needs and worries. This transparency fosters a sense of empowerment and self-advocacy.

People are part of a strong culture of openness that supports their physical and emotional well-being. People are at the heart of the service and the most important connections with family and friends are always considered.

Care & Support — Excellent

People experience excellent care and support because the provider comprehensively assesses their needs before offering a service. Staff are highly knowledgeable and skilled in assessing people's needs and how the service provider can meet individual's preferences for care and support. People are invited to make contact with the service over the telephone prior to requiring support. An initial assessment is then completed to allow for support to be provided as and when people required. This enables people to receive the right care and support at the right time which is personal to them. We found the service was flexible allowing peoples individual needs to be met effectively and to a high standard. One staff member told us, *"It's all about quality and what people want, we want them to have as much comfort and dignity as possible".*

People are treated with dignity and respect and their rights are protected. People are involved in decisions regarding the care and support they receive. Personal plans reflect discussions held with people, and their representatives where appropriate, regarding the support that is required. Personal plans are up to date, reviewed when necessary and are accessible to care workers. Care staff demonstrate an awareness and understanding of the information recorded within individual personal plans.

People are protected from harm and abuse. Should there be any known risks to people's safety these are recorded within their personal plans, as well as the measures in place to manage the risk. The service responds extremely quickly when people's support needs change, providing a very flexible service to continue to effectively meet people's changing needs. A representative told us, *"I give them a ring and they are here the same day sometimes".* We saw a well-managed and well-stocked equipment store. This allows people to receive equipment, such as commodes, wheelchairs, profiling beds and reclining chairs in a timely manner to make them more comfortable. We saw this equipment is checked thoroughly, kept in very good order and could be delivered to people at very short notice, often the same day. Furthermore, we saw an out of hours equipment store which can be accessed by people or professionals of an evening or weekend should they require.

People are cared for and supported by staff who are enthusiastic and motivated. Paid staff are complemented by numerous volunteers who work in the service to support them. All the staff we spoke with are passionate, cheerful and committed to their work. Care staff told us, *"I thoroughly enjoy working at the service"* and "*We all share the same passion"* and *"The support we provide is incredible".* People who use the service told us, "*They are all helpful and caring, can't do enough for you, they go above and beyond"* and "*All carers are wonderful, I would be lost without them".* There is a clear ethos of commitment and desire to provide flexible, high-quality care and support with the ultimate goal of making a positive difference to people and their family members.

Leadership & Management — Excellent

The provider oversees the quality of care through detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans. Care workers are extremely positive about the different support options the provider has in place. One said, *"The complimentary therapies and support are available for us as staff, patients and their family members. "It's such an amazing thing to be able to offer people".*

The Responsible Individual (RI) and senior managers know people well and visit the service regularly. Feedback from people and staff is actively encouraged by them to support assessing the service and to inform them on any quality improvements needed. People know how they can provide feedback and opinions about their experiences of the service.

The manager is well supported by a team of senior workers; together they have created an extremely positive culture. The outstanding ethos at the service works flexibly with people to ensure they get the right support at the right time, that enables them to stay in their own homes. A care worker told us, *"They (people) know we are just a phone call away Paul Satori will wrap people up and support them".*

People, their representatives and care workers have complete confidence in the manager and can discuss any concerns they have openly with them. Care workers told us the manager is professional, accessible and extremely supportive, one said, *"There is a no blame culture at the service and if I make a mistake I feel confident to talk to [Manager] who will offer me support rather than blame".*

The provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Support workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The service has a highly effective induction with a mixture of E-Learning and face-to-face development courses. Support workers are positive about the many professional development opportunities they receive to enhance their skills in line with people's varied needs.

Care workers are aware of safeguarding procedures and demonstrate a proactive approach to protecting people and keeping them safe. Staff have extremely good communication with their managers and are confident to report concerns if needed.

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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