Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

We Care Too Ltd

14 Bryn Teg, Towyn, Abergele, LL22 9PB

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www.wecaretoo.com

The inspection visit took place on 22/01/2026

Service Information:

Operated by:	We Care Too 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:

We Care Too is a domiciliary care service in Conwy, specialising in respite and sitting services. They support people with a range of needs, such as dementia, learning disabilities and mental health issues. The service has a person-centred approach, ensuring they get to know people well to deliver a service which meets their wishes and expectations.

The manager, and support staff value people's views and take care to listen carefully. As a result, they can offer tailored, person-centred support which enables people to achieve excellent well-being outcomes. People receive good quality care and support with elements of excellent practice.

The manager and responsible individual (RI) are heavily involved in the service and provide good leadership and management. They ensure they listen to people, relatives and staff, and are approachable and responsive to any issues or concerns. They provide good oversight of the service to ensure it is running smoothly.

Findings:

Well-being — Excellent

People are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. The service provider ensures people and relatives are closely consulted in the development of their personal plans, to create excellent person-centred information about their wishes, beliefs and goals. People are matched with support staff who share their interests and have the skills to assist them to pursue their preferred activities. Some people are supported to go for long walks and have been accompanied to walk many miles with their support staff. Others are supported to maintain interests such as DIY projects. People receive consistent staff, with two care staff allocated to each person; their main carer and someone who can cover in their absence. If a person does not gel with the staff member allocated this is promptly addressed to suit people's preferences. Relatives told us support staff are flexible and can adapt to the needs of the person they support providing as much or as little support as they need. This is important for people whose abilities vary from day to day. They described the staff as "*brilliant*" and told us they never want to change services.

People are encouraged to express their concerns and preferences, reinforcing a positive culture where their involvement is highly valued. All the relatives we spoke with told us a strength of the service is how they consult with people and relatives to deliver a truly person-centred service. One relative told us, "*Most importantly, they listen*". Support staff and management are approachable, available and willing to discuss any concerns, providing open and honest feedback. Social care professionals told us communication with the service is excellent, and they promptly inform them if they have concerns about an individual's well-being. One professional told us, "*They will do whatever they can to deliver X's care safely*."

People are supported to achieve the best well-being outcomes possible for them through the support of consistent staff with whom they have strong relationships based on trust. Support staff have formed caring and kind relationships with people and consistently treat them with dignity and respect. These strong bonds enable them to encourage people and celebrate their achievements. They are also able to assist people to reflect when they are having a bad day, providing non-judgmental support when it is needed.

Care & Support — Good

The service provider gathers highly detailed information from other professionals already involved in people's care to inform the decision on whether they can provide a service. They consult with people and their relatives to gather information on people's support needs and place high value on these conversations. This information is fed into people's personal plans, which contain good detail about their likes/dislikes and their daily routines. Support staff can follow these to ensure they are aware of possible triggers which may affect people's mood or behaviour. When people exhibit behaviours which may challenge, they are supported positively, by skilled staff. People have detailed one-page profiles which give a clear picture of the person. They also have person centred outcomes recorded, which carefully consider what is important to them as an individual.

People are kept safe from the risk of harm and abuse. They feel secure, knowing that staff understand and act in accordance with their safeguarding responsibilities. Risk assessments are in place to consider any possible risks affecting people, and these are reviewed regularly, alongside personal plans. A social care professional told us the service communicates openly and transparently and notifies them if a person's needs change and they require a higher level of care and support. People and relatives have the option to access the digital care system to view their visit notes. The manager completes a monthly review of these daily notes to identify any changes in their care and support needs and ensure they have been made aware of any reportable issues. Support staff attend team meetings at which they can discuss any issues or concerns as well as sharing information and updates. Care staff are trained, understand and implement safe practices to prevent infection. They have access to personal protective equipment and use this appropriately as required.

Leadership & Management — Good

People achieve their personal outcomes because the service provider ensures there are enough suitably qualified and skilled staff to meet their needs. All new staff are required to undergo disclosure and barring service (DBS) and reference checks. Support staff are required to register with Social Care Wales, the workforce regulator, and complete regular training to ensure they have up to date knowledge relevant to their roles. They have access to specialist training to enable them to support people with specialist needs. The manager ensures support staff can develop by progressing through the health and social care qualifications and accessing training courses to suit their interests. They also ensure support staff receive regular supervision.

People have high levels of confidence in the provider because leaders in the service ensure there is a positive culture which is supportive, inclusive and respectful. Relatives and professionals told us the manager and care coordinator are approachable and respond promptly to any queries. The manager and RI ensure staff feel valued and supported in their roles, providing regular positive feedback, compliments and gift vouchers at Christmas. Support staff told us, "*I have never worked for a better company*", and "*This is the best move I have ever made*." The RI completes visits to people, ensuring they speak with them as well as a selection of staff for their views on how the service is running. They also review a selection of records and produce a written record of their findings. They produce a six-monthly quality of care report, in which they consider the feedback from quality questionnaires. This report reviews what is working well and any areas for improvement.

People know which support staff to expect and when. Support staff have regular clients, and their rotas are stable with little variation. They have time built in for travel, which is realistic and considers factors like traffic and parking. People are informed of any changes or delays, for example if a member of staff is unwell. They are only sent support staff who are known to them and are introduced to new staff when they shadow a familiar support worker. The care coordinator has oversight of visit schedules and contacts support staff if they are running late, checking they are safe, and enabling them to inform people of any delays to their visit.

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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