Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cerecare Ltd

26 Bridge Street, Lampeter, SA48 7AA

01570423342

The inspection visit took place on 21/12/2025

Service Information:

Operated by:	Cerecare nursing and domiciliary services ltd.
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and 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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Cerecare Ltd is a domiciliary support service that provides care and support to people in their own homes in the county of Ceredigion. The office is located in the town of Lampeter and is easily accessible.

People's wellbeing outcomes are good because care staff listen to them and try hard to accommodate their preferences where possible. Care and support is delivered in a knowledgeable, warm and friendly way. Care staff spoke positively about people they support. People and their representatives told us that they are treated with dignity and respect.

People receive good care and support. Care plans and daily records demonstrate that staff deliver care in a kind, attentive and responsive manner to meet individual needs. Personal plans are in place and offer clear guidance for care staff to follow. Systems are in place to identify potential risks and take action to protect people's health and safety.

The leadership and management of the service is good. Despite significant challenges imposed by staff shortage over recent months the manager has worked hard to fulfil their responsibilities whilst also carrying out care duties. The responsible individual (RI) has good oversight of the service and identifies improvements to service delivery. Policies are in place and are reviewed to ensure that they are up to date and people are kept safe.

Findings:

Well-being — Good

Most people told us they are happy with the service and spoke positively about the quality of the support provided. One person told us*: "I have nothing but praise for the care workers, they are as good as gold"*. A relative said *"The carers know my mother well and can spot when she needs something".* Another told us *"The care workers are reliable and thorough. They won't leave until everything is completed".* Feedback in the main was positive about the care staff but less positive regarding the management of the service and manager availability. The management team is currently under reorganisation in recognition of this.

People are supported to remain in their own homes, with systems in place to identify and mitigate health and safety risks. These risks are clearly documented in care plans, and care staff promote positive risk-taking while maintaining safety. The provider actively seeks feedback to improve the service. Personal plans are clear and concise, setting out the level of care and support people require. Reviews are carried out with people to give them an opportunity to feed back on the care they receive.

The service supports people to maintain their health and well-being. An initial assessment is completed which considers people's health and care needs. Support is available to assist people with personal care, prepare meals and administer medication. Medication management systems ensure the safe administration of medication. Care staff adhere to the services infection control measures to make sure the risk of cross contamination is minimised. People are safe and protected. They receive care and support from care staff who have been safely recruited.

People receive a good standard of care and support from a care staff team who are registered with Social Care Wales, the workforce regulator. People are protected from harm by care staff who know how to raise concerns.

People can access information regarding the service provided. The statement of purpose reflects the types of care and support available, and how these services will be provided. There is a complaint policy in place and people are given information regarding how to make a complaint. People told us they feel able to raise any issues they may have.

Care & Support — Good

People and their representatives are overall complimentary about the care and support they receive from care staff who take time to get to know them and treat them with dignity and respect. Most people confirmed that generally care staff arrive on time, they provide the correct care and support, and they stay for the entire allocated time for the call. Some stated the call times are sometimes changed and that on occasions insufficient care workers are available. Generally people told us however that care workers arrive promptly and stay for the allocated time, some saying they stay over their allocated time if they are able to and needed.

Personal plans and risk assessments are detailed and evidence how care staff should meet people's needs. We found evidence the service encourages people to contribute to their individual plans. The electronic plans we viewed document people's personal outcomes and contain detailed information around their individual care needs. Risk assessments identify any hazards and outline how to reduce or eliminate these. The care management system enables managers to maintain oversight of care provided and alerts them to any concerns such as missed medication or late calls. Plans are reviewed quarterly, with active involvement and consultation with people and/or their representatives. Updates are made promptly to reflect any changes in need or preferences where possible.

People have positive interactions with staff who know them very well. Staff are knowledgeable and have a good understanding of people's individual needs and preferences, as well as their values and beliefs, which can influence how a person may want to receive care and support. People's care and support times are allocated in schedules based on their personal plans and individual needs. Care staff follow care plans and make records of each visit. This care and support enhances people's well-being. People are generally informed of alterations to the schedules and most people praised the communication between the agency and themselves. However, some feedback received stated that people had not been informed of some recent last minute changes to the rota caused by staff shortage.

The service has taken reasonable steps to identify and prevent the possibility of abuse. Care staff recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. Care staff told us they had undertaken training in safeguarding and the employee training records we examined confirm this. There is a current safeguarding policy available for all staff to access and follow. Incidents are appropriately reported to the local safeguarding team if required, and information shared on a need-to-know basis

Leadership & Management — Good

The Responsible Individual (RI) maintains effective oversight of the service. Robust quality monitoring systems are in place, including scheduled audits and regular feedback from people using the service, their relatives, and staff. These processes are completed at the required frequency, and reports are produced as expected. The provider liaises with and promptly notifies relevant authorities of any significant issues or incidents, ensuring timely action to safeguard individuals and maintain care standards. A number of staff have recently left the service and, due to staff shortage, the manager has spent significant time carrying out care duties. Feedback from some people using the service, and their representatives, indicates concern about reduced support and oversight during this period. In order to address such concerns the management team is currently being reorganised and the agency is actively recruiting additional care staff. Several people and their representatives commented on how well the staff team had supported one another during this difficult time and highly praised the manager and team for the quality of care provided over this period. The provider is actively working to recruit to the vacant posts to restore full management capacity and strengthen oversight.

Staff recruitment practices are in place, with appropriate pre-employment checks completed before individuals commence work. These checks ensure that staff employed are suitable and meet regulatory requirements. The training matrix indicates that staff are generally up to date with training or due to complete refresher training. Care staff told us they have no concerns regarding access to training opportunities, suggesting that systems are in place to ensure this happens. The supervision matrix shows that care staff have received regular one-to-one supervision, which is essential for supporting practice and professional development. Additionally, annual appraisals take place in which staff receive formal feedback and goal -setting opportunities.

Policies and procedures are in place to support care staff in their daily roles. They give staff clear guidance on how to support people safely and respectfully. The Statement of Purpose explains what the service does and what people can expect, ensuring that the aims and objectives of the agency are clearly understood.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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