



Aylecare Domiciliary Services



Aylecare Ltd, 11 Alexandra Road Gorseinon, Swansea, SA4 4NW



01792895150



www.aylecare.co.uk

The inspection visits for this service took place between 08/12/2025 and 10/12/2025

Service Information:

Operated by:	Aylecare Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Leadership & Management

Requires Improvement

Summary:

Aylecare Domiciliary Services for adults provides domiciliary care services in the area of West Glamorgan. This includes Gorseinon, Pontardulais, Sketty, Morriston and Townhill as well as other areas in the region. The service has a Responsible Individual (RI) who is also acting as the manager registered with Social Care Wales.

People and their relatives are very happy with the service they receive from Aylecare. We found the service actively promotes people's independence and are supported the way they want to be supported. The service delivered is timely effective and reliable. The RI has a strong presence within the service and is supported by an effective senior team of staff. Staff are supported formally with supervision and informally through ad hoc discussions.

Leadership and management are rated as requires improvement due to inconsistent recruitment and vetting processes. Overall, wellbeing and care and support are rated good because the RI maintains oversight and is actively involved in daily operations. Aylecare Domiciliary Services demonstrates a commitment to creating a safe, supportive, and engaging service where people's needs and preferences are prioritised, and staff work collaboratively to deliver high standards of care.

Findings:



Well-being

Good

The service supports individuals in maintaining meaningful relationships with family, friends, and their wider community. Staff respect and promote these connections, recognizing their importance. For example, one person was assisted in contacting a family member in another area using technology. The provider is committed to person-centred practice and ensures staff receive appropriate training.

People are treated with dignity and respect and supported to identify their well-being outcomes while building on their strengths. During our visit, individuals expressed satisfaction with the support provided by Aylecare and confirmed they were involved in day-to-day decision-making. We observed staff offering care in a genuine and respectful manner. Records indicate that people achieve outcomes they identify collaboratively with support workers. Care record documents capture personal history, preferences, and interests. Families report positive relationships with staff, stating they feel confident their relatives are safe with support from Aylecare staff.

People are safeguarded from harm and neglect. Care staff understand and follow established procedures when concerns arise. The provider ensures staff receive appropriate training in safeguarding adults and maintains clear policies to support this. Staff demonstrate strong awareness of their responsibilities and the process for reporting concerns. Personal plans and risk assessments are in place and reviewed regularly. People and their families report feeling safe at home.

The service is working towards integrating Welsh language and culture into its core practices, ensuring documentation is available in the preferred language of individuals. Welsh language use is developing in daily care, and the provider actively promotes its use through workforce planning, recruitment, and staff support, including a Welsh "*word of the day*."



Care & Support

Good

The provider gathers relevant information from professionals and others involved in individuals' care and support and consults directly with people about their needs and preferences where possible. This information informs decisions on service provision. Individuals are supported through comprehensive personal plans and risk assessments, including environmental and manual handling considerations, tailored to their needs. Personal plans also reflect interests, preferences, and are developed in collaboration with individuals and their families. A family member commented, "*The quality of service delivered by Aylecare is invaluable.*" And "*The staff are wonderful, 'if they were any better, they would have wings.'*" Robust monitoring systems ensure positive health and well-being outcomes.

People are safeguarded from abuse and neglect. All staff adhere to the Wales Safeguarding Procedures, supported by up-to-date policies and guidance. Care staff understand these procedures and receive appropriate management support. Safeguarding training relevant to each role has been completed. People reported feeling safe with Aylecare staff and confirmed that their concerns are listened to.

Medication is administered in a person-centred manner, respecting individual choice, independence, and national guidelines, in line with the provider's medication policy. Trained staff support individuals with medication administration, and staff competencies are regularly reviewed by a qualified professional. A medication policy and procedure are in place, and administration audits are conducted routinely. PRN medication is administered appropriately when required.

The service maintains high standards of hygiene and cleanliness in compliance with relevant laws and guidelines. Staff are knowledgeable in infection control and the correct use of personal protective equipment (PPE). PPE is worn appropriately, and procedures are followed consistently. Good oversight and regular audits ensure effective infection control and adequate PPE stock. Staff undertake annual training together with regular updates regarding infection control.



Leadership & Management

Requires Improvement

The service provider fosters a positive and compassionate culture through good oversight and governance. They maintain governance arrangements that support the smooth operation of the service. The service aligns with the objectives outlined in the Statement of Purpose and the Guide to the Service. The RI reviews policies and procedures regularly to ensure they comply with current legislation and national guidance. Staff understand and implement the provider's policies and procedures, which are appropriate and proportionate to the needs of people supported by the service.

The service maintains good oversight through systems for assessment, care planning, monitoring, and review to help people achieve personal outcomes. Internal and external audits guide quality review reports, improvement strategies, and quick problem-solving. The RI visits the service regularly, meets with people and staff, and completes a detailed report after each visit. Evidence shows the RI exercises effective oversight, while the management team conducts quality assurance audits to ensure high standards of care are consistently delivered.

Staff recruitment pre-employment checks completed prior to employment commencing require improvement. This is because some staff files did not have the correct documentation in place at the time of our visit. This is an area for improvement, and we expect the provider to make improvements before the next inspection.

Supporting and developing staff with formal supervision, appraisal and training is in place and is to a good standard. Care staff mostly told us they feel valued and supported by the RI. There are enough staff on duty to safely support and care for people. Records show there is a stable and consistent team in place with a mixture of experienced and new staff available, and this was seen during our inspection. When asked whether they would recommend Aylecare as a workplace, most staff responded positively, expressing strong endorsement.

People are informed of emergency situations, any alterations to the schedule are communicated to people, and alternative staff are allocated, who are already familiar to people where possible. People told us *"They always keep me updated if they are running behind."* And *"We are very happy with the care and support we get from Aylecare, the girls go over and above."*

The service provider has good oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as *"redesigning our training room"* and *"employing training and personnel staff."*

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Individuals may face compromised health and wellbeing, and be placed at significant risk, when staff do not maintain current Disclosure and Barring Service (DBS) checks.	08/12/25

CIW has not issued any Priority action notices following this inspection.

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*