Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

ISS Healthcare Ltd

Pembroke House, Springmeadow Road, Rumney, Cardiff, CF3 2ES

02920779443

The inspection visits for this service took place between 29/10/2025 and 05/11/2025

Service Information:

Operated by:	ISS Healthcare 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 promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

ISS Healthcare Ltd provides a domiciliary service to people in their own homes across Cardiff. Overall, people are happy with the care and support they receive and experience good well-being outcomes. Established care staff know people well, which is a particular strength of the service and this promotes consistency of care whenever possible. People develop strong bonds with the care staff, which is important to those receiving a service. Care packages meet people's needs and preferences most of the time, and the service works flexibly to make changes as required.

The leadership and management of the service is consistent. Quality assurance measures work well. Service leaders value feedback from people and care staff. This helps them evaluate the quality of the service and make necessary changes and improvements. Auditing and oversight systems are mostly successful in identifying areas which require strengthening. People experience good care and support because people receive consistent and reliable standards of care most of the time. Leadership and management are good because oversight and governance is well organised and focused at delivering the best outcomes for people. They demonstrate effective procedural learning from events such as safeguarding matters and show a clear commitment to the quality of the service.

Findings:

Well-being — Good

People are treated with dignity and respect. The service actively supports people to identify their well-being outcomes. The service knows people well and what is important to them, meaning care and support focuses on people's preferences and strengths. There is a commitment from the service to listen and support people to make informed choices. People feel confident to raise issues which impact their daily outcomes, and we observed positive changes in ways of working to make things better. People told us they feel confident service leaders will act when there are concerns. The service is in regular contact with people to seek their feedback about their care and support. The service involves people's representatives when appropriate, and one told us "*The initial assessment was thorough, and the service asked all the right questions*." We observed people participating in their daily routines, informing and directing care staff where needed. An inclusive approach means people are encouraged to do as much for themselves as they can. One person we met told us this is important to them.

Information about the service is available to people and representatives. A service guide is up to date and provides useful information for people to reference. People told us communication is improving, and they always get a response from head office staff. The service considers people's communication needs and preferences during the initial assessment. At the time of inspection, people do not require a service in Welsh, however, the service is working toward providing the Active Offer to meet people's Welsh language needs. This means service information is available in Welsh, with a small number of care staff with Welsh language skills.

People are safeguarded from abuse and neglect. All care staff are up to date with safeguarding training. A safeguarding and whistleblowing policy fully informs care staff of their duty and responsibilities to protect people from harm. The service completes thorough investigations in matters of safeguarding and implements lessons learnt, such as additional training for care staff. Practice and conduct issues are appropriately addressed by service leaders. The service works well in identifying other unmet needs impacting on people's well-being, such as social isolation. We saw feedback from people who appreciate the positive impact the service is making because of appropriate referrals, and increased opportunities for them to do things they enjoy with care staff.

Care & Support — Good

The service delivers good care and support. Suitably trained staff complete initial assessments and gather information to ensure they meet people's needs. They work with people to develop personal plans which focus on goals and outcomes. Care staff access plans, risk assessments, and daily tasks to guide care delivery. Most plans provide sufficient detail, but some lack personalisation. Audits have identified this as an area for further development, and the service is making changes to ensure plans and risk assessments are accurate and person-centred. The service regularly reviews and updates plans with people and their representatives. The service provides consistent care and strives to maintain core care teams. We observed care staff offering kind, respectful care and encouraging independence. Interactions were genuine and people told us they look forward to seeing care staff.

Care staff complete daily records of the care and support they provide. Records are sufficient but do not consistently document a person's daily outcomes. However, we saw quality audits had identified the gaps in records and improvement action plans are in place. People mostly receive care and support at the right time. People's feedback is recorded, and comments are complementary. People report how the service has made a positive impact on their well-being or health outcomes, including maintaining their weight, taking medication on time and sustaining their mobility. Some commented the quality of the service enables them to remain living in their own homes.

People's medication is well-managed. Information on how people want to receive support with their medication is detailed in the personal plan. Medication recording charts are accurate for most people. Care staff receive training and suitable competency checks to administer medication, and all are up to date. There are robust systems in place for the oversight of new or updated medications in people's homes. Issues with medication or care staff practice are appropriately managed. The service is responsive and supportive to care staff with supervision and guidance.

People are somewhat protected from the risk of infection because care staff use appropriate personal protective equipment (PPE). Care staff complete training in infection prevention control and receive routine spot checks. We discussed with the RI some hand hygiene practice issues we observed, which they took responsive steps to address. This ensures care staff understand their responsibilities to always follow the Infection Prevention Control policy (IPC) and procedures.

Leadership & Management — Good

The service demonstrates reliable governance and oversight arrangements with a clear organisational structure. The statement of purpose (SOP) is current and accurately reflects service delivery. The responsible individual (RI) fulfils regulatory duties by completing formal visits and quality reviews. People and some care staff express confidence in service leaders, who are embedding a positive culture and are available to care staff. Quality monitoring systems, including audits, are largely effective, with outcomes documented which support improvement action plans.

The service provider values feedback from people, care staff, and stakeholders, using it to inform service improvement. Engagement with people is a strength of the service, and people told us "*Communication has improved, and the service is more structured."* Policies and procedures meet the needs of the service; they inform care staff and support people's outcomes. Overall, practice is good and in-line with policies and procedures. Where practice issues have been identified, the service works well to address matters, for example, medication errors, IPC practice and professional conduct. The service operates with transparency and notifies the regulators and other authorities of significant events, such as accidents or incidents. This ensures appropriate actions are taken promptly to safeguard and protect people and review ways of working. The service provider manages complaints appropriately and informs people of outcomes. People achieve personal outcomes because care staffing levels meet service needs.

The provider follows safe recruitment procedures, completes routine checks, and ensures eligible care staff register with Social Care Wales, the workforce regulator. We found effective oversight of care staff training, competencies and qualifications, and arrangements for additional training when safeguarding lessons highlight gaps. A small number of care staff provided us with feedback, and almost all said they feel supported, training and development needs are met, and teamwork is a strength of the service. Training compliance is strong. The service is open to accessing more training to fill practical skills gaps such as meal preparation, and cooking for some care staff.

The provider continues to monitor call and travel times effectively and regularly reviews care runs to align with people's needs and care staff capacity. On balance, staff retention is good, with many long serving care staff, which supports positive outcomes most of the time. Overall, leaders demonstrate accountability, transparency, and continuous improvement, ensuring safe, person-centred care.

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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