Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cadog Homecare Ltd

Old Kingdom Hall, Foundry Road , Ammanford , SA18 2LS

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www.cadoghomecare.co.uk

The inspection visits for this service took place between 29/10/2025 and 04/11/2025

Service Information:

Operated by:	Cadog Homecare 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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Cadog Care is a domiciliary care service and the office is located in a residential area of Ammanford. The office has a large training room as well as smaller rooms where workers can meet with colleagues in private.
The service offers good quality care and support to people living in their own home.
The themes are rated as good because for well-being this is due to the positive relationships people have with those employed at the serviceFor care and support because the service is reliable, flexible and places people at the heart of what they do and for leadership and management because workers have a lot of confidence in their managers. The managers are very visible in the service and are considered to be approachable and responsive. There are some very effective governance arrangements as well as a comprehensive training programme to support staff.

Findings:

Well-being — Good

People live healthily and with some control over their lives. Where possible, people are encouraged to make choices about aspects of their care and support and either they, or those important to them, are involved in their care planning. The service tries to be as flexible as possible in meeting people's needs and wishes.
People are treated with dignity and respect. Care workers understand the trust placed on them by people allowing them into their home. They are respectful of both the person and their property.

Care and support plans are comprehensive and are updated to reflect any changes. Care workers have time to read the care and support plans and also receive up to date information via secure online messages. The support plans are used to inform and direct care. The service people get is reliable, with most visits lasting the correct duration and taking place within the agreed time frames.

The relationships people have with those caring for them is good. One relative describes the staff as *"like family friends"* adding "*we are really lucky to have them. They are really really good".* A care worker told us how they have built up a nice relationship with people and their families. Care workers look for ways to enhance people's well-being. One care worker spoke about helping a person have a Facetime call with their family and said the individual was "*over the moon"* and the relatives were very appreciative. Another care worker said how they know one person enjoys a cake, so they sometimes stop off and get them one on their way to the call, showing a very person-centred approach to care.

There are few opportunities for people to have a service in Welsh but this does not appear to be having any negative impact. Some senior staff are Welsh speaking and one person using the service is teaching some care workers some Welsh words and phrases.

People are safe and protected from abuse and neglect. Care workers have a good knowledge of their safeguarding responsibilities and also confidence that their manager would take the steps necessary to make sure people are safeguarded.

Care & Support — Good

People receive the quality care they need to achieve their outcomes. This includes being able to remain at home. Some people have a 'This is me' document which contains helpful information about the individual including what and who is important to them. Care plans and risk assessments are person centred. They give very clear instructions for staff to follow. Times and durations of visits are clearly set out; the preferred gender of the worker as well as how the individual wants their care and support to be offered. There are a range of care plans including ones for personal care; skin integrity and spending time doing things they enjoy. Risk assessments make sure care workers are aware of potential or actual risks and these include falls, choking and the physical environment.
Most people receive their care at home whilst others have support to do things in the local area, including going to the cinema, bowling and attending appointments.
Daily entries are comprehensive and written in a person-centred way. They contain information about the care offered, how the person was and any further action taken.

People's physical health care needs are met. Care workers know how to recognise signs of skin pressure damage and are confident about reporting any concerns they have. Because of the knowledge and relationship care workers have with people, they are able to recognise if a person is becoming unwell or there are any changes and take the action necessary which may include contacting the family or the managers of the service.

Medication is safely managed. Care workers complete online training and then have their competency assessed to make sure they are administering it correctly although one worker was unsure if they had been assessed although records showed an assessment had been carried out.. Medication is administered from prepacked dosette boxes meaning the risk of error is minimised.

People are safe and protected from abuse, harm and neglect. Care workers have received the required training and there is a policy document for staff to follow if they suspect a person is at risk. They are confident to report any concerns they have to their manager and are also confident the manager would take the actions necessary to make sure people are safeguarded.

People's risk of infection is minimised because care workers have the personal protective equipment (PPE) they need. This is checked as part of the routine spot checks carried out by managers and team leaders.

Leadership & Management — Good

The service provider has good oversight of the service and there are some effective quality monitoring processes in place. These have a focus on quality and ways to improve the service offered to people.
There are quality assurance reports completed by the responsible individual (RI) and manager but these do not contain all of the information required. However they do identify where improvements and changes are needed. The team consider the managers of the service to be approachable and responsive, feeling able to discuss any ideas or concerns they have. One member of staff confirmed this saying "*I can raise any concerns with them directly"* but another told us communication could be better at times.

People are supported by staff with the necessary skills and training to meet their care and support needs. A dedicated lead makes sure care workers have the training they need to safely and effectively meet people's needs and some senior members of the team are qualified to provide certain training to care workers. People and their relatives consider care workers to be well trained. A very comprehensive list of training, policies and other useful information is available electronically. The training manager monitors this to make sure the information is up to date and evidence based.
The matrix shows most training is up to date and efforts are made to make sure it is as person centred and relevant as possible.
Care workers are appropriately supervised and they meet with a manager on a regular basis. They feel they get balanced feedback on their work to help them with their professional development. Spot checks are carried out and these consider how respectful the member of staff was; if they wore the correct uniform and PPE (Personal Protective Equipment) and how they engaged with the individual. Most care workers have been assessed to make sure they are competent in administering medication.

Recruitment and selection processes are robust. Staff files are well organised and easy to navigate. They contain the information needed, included references, security checks and photographic identification. There are opportunities for promotion within the service, and a number of staff have been recognised for their contributions and skills by being promoted into more senior roles.

Motivation among the staff group is high. Care workers feel valued and part of the team. They feel well supported by those in management and leadership positions and appreciate how responsive and helpful they are. One care worker said, "*I would recommend anyone to work for Cadog".*

People are supported by staff who have sufficient time to provide care. Duty rotas are written with

adequate travel time built into them. Most care workers said they are not rushed and have time to chat after the tasks have been completed but one said visits are sometimes cut short because of staff sickness. People told us the correct number of care workers are always present to carry out their care. The service is as flexible as possible and make efforts to accommodate changes at request at short notice. There is a high level of consistency, meaning a rapport has been built up. Rotas show that workers are allocated to enable a rapport and knowledge of the person's individual needs to be built, but one person said the consistency of worker can be poor, especially on weekends. The service is reliable with no missed calls.

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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