Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Wales Gofal Cymru

Noyadd Wilym Lodge, Cardigan, SA43 2NH

01239682160

Date(s) of inspection visit(s):

16/06/2025, 18/06/2025

Service Information:

Operated by:	Care Wales (Gofal Cymru) LIMITED
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 service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

This domiciliary care service offers people high quality care and support in their own homes. The values of the service were initially set by the manager and Responsible Individual (RI), and through their leadership, these values remain and are centred on offering people person centred, responsive and friendly care.

At this inspection we found people's well-being to be excellent because of the exceptional relationships care workers have with the people they support. People's care and support is excellent because people can be confident of getting reliable and good quality care from a team of care workers who are motivated and appropriately trained and led.

There are some robust governance arrangements in place to monitor quality and the manager and her leadership team have excellent oversight of the service.

Findings:

Well-being — Excellent

People live healthily and safely with some control over their lives. Where possible, people are encouraged to make choices about aspects of their care and support. They are involved in the planning of their care and their views and circumstances are taken into account, with the service being as flexible as possible to meet these needs.
People are treated with dignity and respect. Care workers understand the trust placed on them by people allowing them into their home. The manager addresses any performance issues in a robust way and care workers are suitably trained and supervised to make sure they care for people in accordance with the values of the service which centres on individualised and person-centred care and support.
Care and support plans are comprehensive and help inform and direct care. Care workers have excellent knowledge of the people they care for, and these, together with well-structured rotas means people receive dependable care from motivated and effectively led staff.
People are able to receive a service in Welsh. Many of the care workers and people using the service are Welsh speaking and Welsh is spoken in the main office. Paperwork can be provided in Welsh if people request this and the provider will continue to remind people that this is available to them.

There are some effective safeguarding arrangements in place. Care workers have a good knowledge of their safeguarding responsibilities and are confident about raising any concerns they may have. They are also confident their manager would take any safeguarding concerns seriously and act upon them.

People are supported to cultivate safe and healthy relationships. Because the service is reliable and effectively managed, people are able to have their care and support needs met whilst remaining at home. People describe being fond of the care workers and look forward to their visits. Care workers have established good relationships between those important to the person receiving care and support, meaning communication is open and responsive.

Care & Support — Excellent

People receive the care and support they need to achieve their personal outcomes. As the service is reliable people are able to remain at home, confident their care and support needs will be effectively met.
Individuals are, as far as possible, involved in their care with plans updated to reflect any changes in need. The relationships workers have with people mean their voices are heard and their wishes respected.
Care and support plans are comprehensive and an effective resource for care workers as they set out clearly how care and support is to be offered. Care workers have time to read the records and consider they have the information they need. Daily records are detailed and contain information about the care and support given and any areas to be followed up on.
People experience care and support that is respectful and dignified. Care workers know the practical ways to ensure people's dignity and the relationships they have mean people appreciate and like those caring for them. One person described the carers as "*lovely, fantastic"* and another said they are *"brilliant".* We were told people enjoy having *"a bit of fun"* with the care workers. They understand the trust that has been given to them by working in people's own home and show respect by cleaning up and generally taking care of the individual's home.
Physical health needs are effectively met. The knowledge care workers have means they can recognise when people are becoming unwell and take the actions needed. They are able to recognise if a person requires medical assistance and makes sure the appropriate telephone calls or referrals are made. One person told us how a wound has recently healed due to the hard work and attention from the care workers.
The service is as flexible as possible, changing the times of visits to make sure people are able to attend for appointments and other commitments.

People are protected from harm and abuse. Care workers are confident to raise any safeguarding concerns they have and are wholly confident the manager would take the actions needed to keep people safe. Staff have completed safeguarding training. Relatives have very high levels of both confidence and trust in the team and are able to discuss any issues they may have with them, with one commenting on how responsive the manager is, saying *"she drops everything to respond".*

People's medication is safely managed. Care workers have completed training in the safe administration of medication and an assessment is carried out to make sure the care worker is competent to give out medication. Care plans contain clear information about its administration and referrals are made promptly to the local GP if there are any concerns about people's physical health and medication.

The risk of infection is minimised because the provider promotes good hygiene practices. Care workers have the PPE they need. Care workers are responsible for some housekeeping duties as part of their work and people are happy with the way they clean up after themselves, often going

above and beyond what they are required to do.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The RI/manager is very visible and has excellent knowledge of those who use and work in the service. People feel able to contact the manager and are confident of getting a timely and helpful response. The manager is supported by a leadership team who have some dedicated roles which helps the smooth running of the service.

The team is motivated to provide people with good quality and person-centred care and support. The values set by the manager are embedded in practice and are apparent when observing interactions between people and those caring for them; people are relaxed with staff and enjoy their company. The way care workers talk about their work demonstrates the respect and fondness they have for the people they support. They have formed good relationships with people, due in part, to the management and organisation of the duty rotas which enable people to have continuity of their care workers. The duty rotas are written in a way that means care workers are not rushed and have time to travel between visits. The service is reliable and people receive care from the correct number of staff.

People are supported by a team of care workers with the necessary expertise, skills and qualifications to meet people's care and support needs. Care workers complete training in a range of areas including lone working, food hygiene and health & safety. Care workers consider they have the training they need to safely and effectively carry out their duties. Senior members of the team carry out spot checks as well as competency assessments to make sure care workers are working to the required standard. Some care workers are doing additional training to support their development.

The supervision matrix shows this is largely up to date and care workers are satisfied they get balanced feedback on their work to help them in their professional development.

Recruitment processes are robust with staff files being well organised and easy to navigate. They contain the required information including references; employment history and evidence of safety and security checks (DBS) carried out. Care workers are appropriately registered with Social Care Wales.

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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