Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

ProCare Domiciliary Care Services (Cardiff & The Vale)

Procare Nursing Agency Ltd, 1 Radnor Court, 256 Cowbridge Road East, Cardiff, CF5 1GZ

02920540802

The inspection visits for this service took place between 12/10/2026 and 23/10/2026

Service Information:

Operated by:	Procare Nursing Agency Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for children, Care and support for adults
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	Excellent
Care & Support	Good
Leadership & Management	Excellent

Summary:

Procare Domiciliary Care Services (Cardiff and The Vale) provides a service to both adults and children in their own homes and within the community.

We found people's well-being is excellent, because they can benefit from support that goes beyond meeting their immediate care needs, with a strong emphasis on emotional well-being and the needs of the whole family. Managers work closely with people, families and professionals to identify and remove barriers affecting people's well-being and outcomes. For children, bespoke training, detailed care records and improved incident recording help care workers understand individual needs, recognise possible triggers and provide consistent, responsive support. Adults who may be socially isolated also receive additional support from office-based staff, who advocate on their behalf and help people to overcome barriers affecting their well-being and independence.

People receive good-quality, personalised care and support based on detailed assessments, plans and risk management arrangements. Care workers understand people's needs and medicines are managed safely. People and relatives are not always sufficiently involved in reviews, their views are not consistently recorded, and some people experience issues with receiving information. These inconsistencies mean the quality of care and support is good rather than excellent.

People benefit from excellent leadership because leaders create a positive, inclusive culture and demonstrate a strong commitment to continuous improvement. Highly effective quality assurance,

partnership working, staff development and support lead to improvements in practice and outcomes for people. Care workers feel highly valued and well supported, while leaders use learning, feedback and effective oversight to sustain high-quality care and drive meaningful improvements across the service.

Findings:

Well-being — Excellent

People experience very positive outcomes and develop trusted relationships with care workers. Care workers treat people with kindness, respect and compassion. They help people make choices and maintain control over their daily lives. We observed people feeling comfortable with care workers and benefiting from familiar and positive relationships. People and relatives described care workers as polite, kind and professional. One person said, *"They check in with me and ask me how I'm feeling."* Another told us, *"They go the extra mile, absolutely."*

People feel valued and experience a strong sense of belonging. Feedback shows people value the helpful office team, reliable support and positive relationships with care workers and managers. One person described the service as *"Absolutely amazing,"* while a parent said they *"Feel they are part of the family…they check in with me and ask me how I am feeling."* The parent described exceptional support from leaders during a difficult period in their life. Leaders went beyond the support ordinarily expected of the service, taking a whole-family approach and providing practical and emotional support when it was most needed. This had a significant positive impact on the parent's well-being and demonstrated the service's commitment to supporting the wider family.

People receive extensive support which improves their independence, social contact and quality of life. Adults receive support to remain at home, take part in their communities and experience less loneliness. Relatives told us this reduces pressure on their families and reassures them their loved ones receive safe and compassionate care. One relative said, *"It makes such a difference."* Another said, *"It takes the heat off me."*

Children receive effective support to participate in family and community life. Care workers help children develop their confidence, independence and practical skills. For example, one child is learning to buy lunch, handle money, use self-service checkouts and ask for help. Another child experiences improved physical health and less hospital admissions. A parent said, *"My son absolutely looks forward to going out with them, the care workers."*

Children receive well-planned holistic support to meet their physical, emotional, social and behavioural needs. Daily notes provide detailed information about the emotional well-being of adults and children. Managers communicate frequently with professionals, work closely with them and respond promptly to advice. They arranged bespoke training in trauma-informed care and have recently improved incident records, so care workers record what happens before and after an

incident in detail for wider analysis. This helps managers and professionals identify possible triggers and barriers affecting children's well-being. Detailed, strengths-based care records support a shared understanding of children's communication and needs. This approach helps children receive consistent support and make progress towards outcomes that matter to them.

Care & Support — Good

Most people receive consistently good care. Before providing support, managers assess people's needs, personal outcomes and the possible impact on others using the service. Assessments consider people's needs, routines, preferences, strengths and desired outcomes. Personal plans are detailed, personalised and outcome focused. "What matters" conversations capture people's histories, wishes and the things which are important to them. Risk assessments support people's safety without placing unnecessary restrictions on their independence. Emergency and critical information sheets are particularly strong. They explain what is usual for each person, the warning signs care workers should recognise and the action they must take. This gives care workers accessible information and supports consistent responses to health concerns and emergencies.

Reviews of personal plans are detailed and analytical. They consider changes in people's needs, the effectiveness of support and progress towards outcomes. Managers transfer updated information to personal plans and electronic records. However, people's own words and family comments are not routinely recorded within reviews. Some care records do not contain signatures. Many people and relatives do not recall taking part in reviews or receiving copies of reviews. Some people and relatives are also unclear about how to access their records. This is a missed opportunity to enable people to feel fully involved in their care and support discussions. We discussed this with leaders who have already taken action to resolve this.

Medicines are managed safely. Managers complete regular audits, review trends and act where needed. Care workers receive training and competency assessments, including specialist training for rescue medicines. The medication administration records sampled are completed correctly and medication audits by leaders are comprehensive.

Leadership & Management — Excellent

People have high levels of confidence in the service because leaders promote an exceptionally positive, inclusive and supportive culture. Leaders are visible, approachable and responsive. Care workers describe improvements in communication and say managers listen and act promptly when concerns arise. One said, *"If there was any issue, you could directly speak to them, and they actually do act on it."*

People benefit from highly effective partnership working and leaders' commitment to improvement. Leaders seek feedback and work constructively with families, commissioners and professionals. A family member described an *"Exceptional degree of professionalism."* One professional described the manager as engaging and highly responsive to professional advice. Leaders act openly when things go wrong, identify learning to prevent recurrence. They involve care workers in embedding improvements and recognise good practice, helping them feel valued and remain focused on achieving excellent outcomes. Leaders recognise care workers' achievements and involve them in developing and implementing ideas to improve the service.

People benefit from a stable and motivated staff team because leaders place a very strong emphasis on staff well-being. Managers tailor support to individual circumstances through flexible rotas, welfare contact and workplace adjustments. This helps staff overcome personal difficulties, remain in employment, gain confidence and achieve qualifications. Effective management cover also supports continuity of care. All care workers who gave us feedback said the service is committed to making a difference to people's lives and rated the management team as excellent. One care worker told us, *"There are lots of care companies out there but it's important to find one that actually cares about the people it cares for and also cares about the people who work there too. Procare doesn't forget about staff."* Another care worker told us, *"We are like a family, everybody cares."*

People receive care from care workers who receive training based on current best practice. Leaders prioritise learning and professional development. Supervision of staff is meaningful, considering well-being, practice, training and career aspirations. Leaders support recognised qualifications and provide specialist training based on people's needs. Care workers describe training as relevant and high quality, with one calling it the *"Best training I've had."* Electronic systems give managers live oversight of visits and care records, enabling them to address concerns quickly.

People benefit from comprehensive quality assurance arrangements, leading to meaningful and sustainable improvements. Leaders audit all aspects including medicines, concerns and incidents and care quality. They identify trends and share learning through supervision, meetings and newsletters. Quality assurance is highly effective and leads to direct improvements in people's experiences and outcomes.

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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