Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care in Hands

Laurel House, Wooden, Saundersfoot, SA69 9DY

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www.careinhand.co.uk

The inspection visits for this service took place between 17/12/2025 and 19/01/2026

Service Information:

Operated by:	Care in Hands Ltd
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 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:

Care in Hand Ltd is a domiciliary care service covering Pembrokeshire and Carmarthenshire that provides care and support to people in their own homes. Well-being is rated as good because the service supports people to maintain their independence, achieve their well-being outcomes, and live safely within their communities. People are treated with dignity and respect and are involved in planning their care and support. Care and support is rated as good because care is delivered by a consistent and skilled staff team who know people well and build positive, trusting relationships. Care workers are guided by accurate and individualised personal plans that enable them to meet people's needs. Leadership and management is rated as good because the manager has good oversight of the service. People receive good quality and reliable care and support from a team of well trained and familiar care workers. The service is currently operating without a Responsible Individual (RI). We have identified this as an area for improvement and expect the provider to nominate an appropriate RI by the next inspection.

Findings:

Well-being — Good

People are treated with dignity and respect; they are supported to identify their wellbeing outcomes. People and/or their representatives are involved in making decisions that affect them and are given regular opportunities to communicate their needs and preferences. People's voices are consistently heard and respected; they told us they have been involved in all care planning and reviews. People and/or their representatives can make choices about the care they receive. There is effective communication between care workers and management that ensures people are well supported. People said that the *"staff are always approachable" and "things can be tweaked if needed",* and they describe the service as helpful and respectful.

People have positive experiences and are supported by skilled staff who help to improve their quality of life and achieve their well-being outcomes. The manager and care staff have a good understanding of individual needs and preferences and respectfully encourage independence. A family member told us that care staff *"think of everything to keep dad safe and they make dad feel valued".* People are supported by skilled staff who have developed good relationships with the people they support. A representative told us, *"The care staff really do care".*

The manager and senior care staff work well with other health and social care professionals to maintain people's independence. Personal plans and daily logs document communication with other professionals, such as making referrals for support and requests for advice. This ongoing communication ensures that people can be supported to meet their wellbeing outcomes.

The open communication also ensures that people are safeguarded from abuse and neglect and there are support systems to ensure any risks are promptly identified and addressed. The service provider has robust safeguarding and whistleblowing policies and procedures, aligned to current legislation and national guidance. Staff showed a thorough understanding of their role and responsibilities. A care worker told us, *"I believe in a high standard of care and know how to report any concerns".* Care workers are recruited, inducted and supported robustly. People supported by the service tell us they feel safe and secure. People are very familiar with the care workers; highly value their relationships and told us they are *"thankful for all they do*".

Care & Support — Good

People experience care and support that is dignified, respectful, and tailored to their individual needs. Interactions with care workers are meaningful and highly valued by people and their representatives. The warm and friendly culture of the service is appreciated by people who recognise that the team *"go above and beyond"*. Personal plans are strengths-based, person-centred, and regularly updated to reflect changes in needs or preferences. Daily records provide additional detail on routines and preferences, supporting staff to deliver personalised care. For example, one plan noted a person enjoys engaging in conversation about his life, and daily logs recorded that music was introduced during visits, which had a positive impact on their well-being.

People and their representatives feel listened to and involved. A family member told us they can contact the office if dad wants something particular to eat that day and told us care staff, *"make dad feel special."* People also commented that *"communication is good"* and staff *"are nice people".* People feel secure as they are consistently supported by the same care staff who know them well and understand their safeguarding responsibilities.

People are referred for appropriate health care promptly, and recommendations from other professionals are implemented as directed. Care staff are proactive, demonstrated by them sending reminders to representatives about medication orders and contacting them to discuss changes to support. There are sufficient skilled staff to meet people's needs, with systems in place to adjust visit times and make referrals when required. Travel time is appropriately allocated, and any delays are promptly communicated. People told us that they value the open communication with the team, and a person told us, *"The response from the manager is always great, if they're busy they'll text you*".

The provider maintains an up-to-date Statement of Purpose and Service User Guide, which clearly outlines the service aims, values, and what people can expect from their care. These documents are accessible, ensuring people and their representatives can make informed decisions. The provider reviews these documents regularly to reflect any changes in legislation or service delivery, demonstrating transparency and commitment to high standards of care.

Leadership & Management — Good

The service has been operating without a Responsible Individual (RI) since May 2023. We have identified this as an area for improvement and expect the provider to nominate an appropriate RI by the next inspection.

The manager has assumed additional responsibilities and demonstrates good oversight, supported by governance arrangements that promote a, person-centred culture. We observed highly effective monitoring of care documentation as well as readily available support for care workers, and the people supported by the service. The manager has quality assurance systems in place, and the information gathered is used to drive continuous improvement. They are highly accessible to people, their representatives, professionals and staff, placing significant importance on the well-being of everyone involved.

The manager is well supported by an operations team comprising of assistant managers, senior care workers, and a training officer. Together, they have created a professional and caring culture that enables people to live as independently as possible in their own homes. Staff also have access to additional support from a Wellbeing Officer at any time.

People and their representatives have confidence in the care workers, manager, and operations team, and feel able to raise any concerns with them. Staff receive regular one-to-one supervision sessions with their line manager at least quarterly, as well as an annual review to provide feedback and identify training needs. Senior care workers carry out unannounced quality checks in people's homes to ensure standards of care and support are maintained. Care workers told us the manager and office support team are approachable, supportive, and always available when needed. One said, *"here you're encouraged to be the best you can be."*

The service demonstrates a commitment to staff development and continuous improvement. Training is comprehensive and regularly updated to reflect best practice and regulatory requirements. Care workers told us they feel well-prepared for their roles and supported to develop their skills further. One staff member commented, *"training is excellent and really helps us provide the best care."* This focus on professional development ensures that people receive high-quality, safe, and person-centred care from a confident and competent workforce.

Discussions with care workers demonstrate a positive approach to protecting people and keeping them safe. Staff maintain good communication with their managers and are confident to report concerns when necessary. A care worker told us, *"Whenever I report any problems, I know it will*

get sorted.”

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
The provider must ensure they appoint a suitable responsible individual (RI) to supervise the quality, safety, effectiveness and overall management of the service. This includes working inline with the services policies and procedures, as well as taking the steps described in regulations 64, 72 and 73	17/12/25

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

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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