Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## For Your Care Services Ltd

Imperial House, New Road,  Pontypool, NP4 0TL

02922677087

**The inspection visits for this service took place between 31/03/2026 and 02/04/2026**

## Service Information:

| | |
|---|---|
| Operated by: | For Your Care Services Ltd |
| Care Type: | Domiciliary Support Service |
| 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:

For Your Care Limited is a small domiciliary support service that provides care and support to people in their own homes within the Torfaen area.

People are happy with the care and support they receive from a small, reliable service that is flexible to meet their individual needs. A small staff team provides people with continuity and familiarity. People are complimentary of the service and staff who support them.

At this inspection, people's well-being and the care and support provided were rated as good. People receive care that supports them to achieve positive well-being outcomes, and they are treated with dignity and respect. Personal plans are person-centred and clearly outline how individuals wish to be supported.

Leadership and management of the service was also rated good. Quality assurance systems are effective, and the positive actions of the responsible individual and staff team ensure people achieve good outcomes.

# Findings:

## Well-being — Good

The service is small, providing support to a limited number of people within a small geographical area. Therefore, people know the Responsible Individual (RI), service manager and staff team well. This enables the service to be as personalised and flexible as possible. People and their families have developed strong, trusting relationships with the RI and staff, and value the continuity and familiarity provided by a small, consistent staff team.

People are treated with dignity and respect and are supported in ways that recognise their individuality, strengths and personal preferences. Personal plans provide clear guidance for staff on how best to support people in ways that matter to them. Care staff play an active role in supporting and motivating people to maintain independent lifestyles and achieve personal goals. Risk assessments are used positively to balance safety with independence, enabling people to take informed risks and remain as independent as possible. Staff receive safeguarding training and follow clear policies and procedures that promote people's safety, rights and freedom.

People have meaningful choice and control over their care and support. Assessments of need are completed prior to the commencement of services, and care visit times are agreed with people to suit their routines and preferences. A person-centred approach to care planning ensures people's voices are central, capturing what is important to them, how they wish to be supported, and their likes and dislikes. While personal plans reflect people's wishes, moving forward the provider will strengthen evidence to show people's involvement in reviewing their plans to ensure they continue to reflect their current needs and aspirations.

People are encouraged and supported to share their views about the service. Quality of care reviews are completed with people receiving support, and feedback provided is consistently positive, demonstrating that people feel listened to and valued.

People receive the support they need to maintain their health and well-being. The service effectively assesses care and support needs, including risks to health and well-being, which are documented in personal plans and risk assessments. These documents provide staff with clear guidance to support people safely and consistently. Systems are in place for the administration of medication, supporting people to manage medical conditions safely.

## Care & Support — Good

People receiving a service and their representatives are very positive about the service they receive. People told us, *"Staff are wonderful and I know she is in good hands" and "(I am) very pleased with the service, everything is done right and proper".*

Each person has a personal plan in place that provides an overview of who they are, what matters to them and how they wish to be supported. Plans capture people's routines, preferences and individual support needs, offering practical guidance to staff to ensure care is provided in a consistent and person-centred way. Staff record the care and support delivered daily, which supports continuity of care. Moving forward these records will include more outcome-focused information that better reflects peoples lived experiences. Personal plans are reviewed regularly, demonstrating the service's commitment to ensuring support remains responsive to people's needs. The provider will continue to strengthen the evidence showing how people are actively involved in reviewing and shaping their plans.

The service supports people effectively to manage their medication. Clear systems are in place for the administration of medication, helping to ensure people's medical conditions are managed safely and consistently. Staff receive appropriate medication training and personal plans clearly outline the level of support individuals require. A sample of Medication Administration Records (MARs) showed some minor improvements are required to ensure records contain full administration information. Ongoing medication checks and audits will be used to further strengthen record-keeping and ensure safe practice is maintained.

The service is small and supports a limited number of people within a defined geographical area. This enables care staff to know people well, including what is important to them and the relationships that matter in their lives. As a result, people experience positive, trusting relationships with those who support them. Care delivery is reliable, with no missed or shortened calls identified. Call start and end times are clearly recorded, and people are kept informed if staff are running late, supporting transparency and reassurance.

The service is working towards offering an Active Offer of the Welsh language and demonstrates a commitment to promoting Welsh language and culture. One member of staff is fluent in Welsh, and the provider can supply documentation in Welsh upon request, supporting people to receive care in the language of their choice.

## Leadership & Management — Good

The Responsible Individual (RI) demonstrates strong oversight of the service and ensures people's needs, rights and wishes would remain central to decision-making. People's views and experiences are actively sought and used to inform service development, forming a key part of the service's quality assurance processes. This supports a culture of learning and continuous improvement focused on positive outcomes for people. The service has a manager responsible for the day-to-day delivery of care, who works alongside the RI. Both also provide hands-on care and support when needed.

Staff retention is positive; this stability supports continuity of care and enables staff to build meaningful relationships with people they support. Recruitment records now follow a consistent format including employment histories, proof of identity and up-to-date Disclosure and Barring Service (DBS) checks. Further strengthening of vetting practices is required to ensure all references are received before a contract of employment is given.

Newly appointed care staff complete an induction programme that includes training and shadow shifts. Going forward, assurance was given that this will be underpinned by a more structured approach, with consistent documentation to evidence this. Since the last inspection, progress has also been made in relation to workforce registration, with all staff now either registered with Social Care Wales (SCW) the workforce regulator or having applications in progress.

Supervision arrangements have improved since the previous inspection, with staff now receiving regular face-to-face supervision to reflect on practice and discuss performance and development. Care staff have opportunities to attend team meetings, supporting communication and shared learning. The completion of refresher training has also improved. Embedding and sustaining these improvements will further strengthen staff competence, confidence and consistency of care delivery. Staff report feeling valued and supported, and they spoke positively about the RI and leadership within the service.

# 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 |
|---|---|
| Without robust pre-employment checks in place people are placed at potential risk of harm. | 30/01/25 |

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

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