Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Abicare Services Ltd

Unit 2, Torfaen Business Centre , Panteg Way , New Inn , Pontypool , NP4 0LS

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www.abicare.co.uk

The inspection visits for this service took place between 24/09/2026 and 02/10/2026

Service Information:

Operated by:	Abicare Services Limited
Care Type:	Domiciliary Support Service
Provision for:	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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Abicare Services Limited is a domiciliary support service which provides care and support to people in their own homes within Gwent. Services provided include live-in provision and allocated calls to a person's home.

The service is rated as good across all three inspection themes, with a clear focus on promoting positive outcomes and supporting the wellbeing of people who use the service. Detailed, person-centred plans provide clear guidance to staff on how people's care and support should be delivered. Feedback from people using the service is consistently positive, with individuals expressing satisfaction with both the quality of care provided and the staff who support them, describing staff as caring, respectful and responsive.

The service benefits from effective leadership and management, with appropriate oversight arrangements in place to monitor quality and support continuous improvement. Staff are recruited safely, receive relevant training and ongoing support, and demonstrate a good understanding of the needs, preferences and outcomes of the people they support.

Findings:

Well-being — Good

People experience positive wellbeing outcomes because they receive safe, reliable and person-centred support from a well-trained and committed staff team. This contributes significantly to their health, well-being and quality of life. Feedback from people receiving a service and their representatives was overwhelmingly positive regarding their experience of the service provided. People described staff as caring, supportive and responsive to their individual needs and value this approach by staff.

People are encouraged to take part in opportunities that promote social inclusion and community connections. For example, the service hosts informal “Tea and Talk” afternoons, where people using the service are invited to attend a relaxed gathering with refreshments. The service also has plans to celebrate its forthcoming 20-year anniversary through a similar inclusive event.

People receive person-centred care and support that promotes their health, independence and overall well-being. Care is delivered by a consistent team of care staff wherever possible, enabling positive and trusting relationships to develop. The continuity of care provided helps staff understand people’s individual preferences, routines and needs, whilst also enabling them to identify and respond promptly to changes in people’s health and well-being.

People are supported to maintain their physical and emotional health. Records demonstrated effective liaison with healthcare professionals and external agencies when required, including occupational therapists, social workers and district nurses. This helps ensure people receive coordinated care that reflects their changing needs. People consistently receive their medicines as prescribed. Medication training is provided to staff, and competency assessments are completed to ensure medicines are administered safely and appropriately.

There are suitable arrangements in place to help protect people from harm and support their safety. Recruitment processes are robust and conducted in line with regulatory requirements, helping to ensure staff are suitable to work with vulnerable adults. Personal plans and risk assessments provide staff with clear guidance on how to support people safely whilst promoting choice and independence. Risk assessments are also completed for staff to help safeguard their well-being while carrying out their duties. Staff are further supported by a range of policies, procedures and safeguarding training, enabling them to recognise and respond appropriately to concerns.

Care & Support — Good

The service provides both live-in care and allocated care calls for people in their own home. Feedback from people receiving a service and their representatives was very positive. Describing staff as caring, professional and responsive, and reported that they are treated with respect, listened to, and supported by consistent care teams.

People receive good quality, person-centred care and support that reflects their individual needs, preferences and desired outcomes. Records reviewed demonstrated that people are at the centre of care planning arrangements, with detailed personal profiles, social histories and assessments that help staff understand what is important to them and how they wish to be supported.

Personal plans contain comprehensive information about people's health, well-being, routines, preferences and support requirements. They include personal profiles which are detailed and individualised, providing staff with valuable information about people's backgrounds, relationships, interests, cultural preferences and future wishes. Plans clearly outline the tasks to be completed during each care visit, with staff recording completed actions and providing a summary of the support delivered.

The service provider advised that personal plans will be further enhanced to better capture the outcomes people want to achieve and to provide clearer evidence of their involvement in reviewing and evaluating whether those outcomes have been met.

There are appropriate systems in place to oversee and monitor medication administration. Staff receive good training and their competencies to administer medication are assessed regularly. Personal plans clearly document the extent to which individuals need support with medication administration and give information on the way people prefer to have their medication administered.

Staff rotas allow travel time for staff between calls. A call monitoring system requires staff to log in when they start and finish each visit. A review and analysis of the time care staff arrive at their calls show most people receive their care close to the time they are scheduled. Which was confirmed by the people we spoke with.

People receive care and support that is tailored to their individual needs, promotes their wellbeing and independence, and is delivered by staff who have access to detailed and personalised information about the people they support. This supports positive outcomes for people and contributes to the good quality care provided by the service.

Leadership & Management — Good

The service runs from an administrative office that has suitable facilities for storing confidential information, holding private meetings and delivering staff training. The service has a Statement of Purpose outlining its aims and how these will be achieved.

The newly appointed Responsible Individual (RI) demonstrates an understanding of service performance and quality assurance processes and undertakes regular visits to monitor the quality of care and support provided. The RI advised that future regulatory visits and quality of care reports will include records that are specific to the registered service, rather than reflecting a wider organisational perspective. The manager is experienced, registered with Social Care Wales, and is supported by a team of senior staff who contribute to the effective day-to-day management of the service.

The service provider actively seeks feedback from people receiving support and their representatives to inform the ongoing development of the service. Systems are also in place to monitor and respond to complaints, enabling the provider to evaluate service performance, identify opportunities for improvement, and drive the ongoing development of high-quality care and support.

The service provider operates a robust recruitment process. Staff files reviewed contained the information required by regulations, providing assurance that appropriate pre-employment checks had been completed. Staff are supported through training, supervision and appraisal processes. The provider has developed a comprehensive training programme which equips staff with the knowledge and skills required to meet people's individual needs. In addition to mandatory training, bespoke learning opportunities are arranged where people have specific health conditions or support requirements.

Staff feedback reflects a positive and supportive workplace culture, with consistent themes relating to person-centred care, effective teamwork, supportive management and access to training and development opportunities. The service provider demonstrates a commitment to staff wellbeing, recognising the importance of a supported and engaged workforce in achieving positive outcomes for people. Wellbeing initiatives include a monthly step challenge, a walking club, virtual quiz events and opportunities for staff to engage with senior leaders.

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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