Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Cymru Cardiff

2nd Floor Pro-copy Business Centre, Parc Ty Glas Llanishen, Cardiff, CF14 5DU

02920484239

The inspection visits for this service took place between 26/03/2026 and 30/03/2026

Service Information:

Operated by:	Care Cymru 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:

Care Cymru Cardiff provides care and support to adults living in their own homes across Cardiff, with people's experiences reflecting consistent and positive outcomes.

People experience care that supports their well-being, independence and quality of life. The service regularly reviews people's care, ensuring people are consulted, listened to and actively involved in decisions about their support. Ongoing consultation is embedded in practice and people's views are valued, helping people feel included, empowered and confident that their preferences shape how care is delivered. Effective systems are in place to manage risks, supporting people to feel safe and well supported. Continuity of care is a particular strength; with people supported by familiar care staff they know and trust. This consistency helps build strong, respectful relationships and supports people to feel in control of their care.

People consistently receive good care and support that is well planned, responsive and focused on what matters to them. Personal plans are detailed and guide consistent delivery of care, supported by an electronic care system that improves access to information and transparency for both care staff and relatives. People report positive experiences of care and feel their needs and preferences are well understood. Safe medication management, effective infection prevention and control, and strong partnership working with health professionals further support people's comfort, safety and well-being.

People benefit from a well-led service with strong governance and oversight. The Manager and Responsible Individual (RI) work effectively together to monitor quality, manage risk and drive improvement. Regular audits, quality reports, surveys and RI visits provide assurance that learning is embedded and improvements are progressed. Care staff feel valued, motivated and well supported through regular training and supervision, and safe recruitment practices help ensure people are protected from harm.

Findings:

Well-being — Good

People experience care that supports their well-being, independence and quality of life. Since the last inspection, the service has strengthened how it reviews people's care, ensuring people's views, experiences and preferences are consistently captured and used to inform care delivery. Reviews are structured, person centred and purposeful, supporting meaningful conversations and ensuring people's voices influence decisions about their care and support. People told us care staff have *"a good rapport"* with them and described them as *"our angels"*, reflecting the positive relationships that support people's well-being.

People receive care that is focused on what matters most to them, including remaining living at home, maintaining independence and staying connected with family and the community. The service has strengthened how it identifies and reviews people's personal outcomes, demonstrating that people are actively working towards outcomes that support their well-being and quality of life. People benefit because care and support are responsive and regularly reviewed, providing reassurance that support adapts as needs change. People told us care staff are *"always helpful"* and *"flexible,"* which supports people to feel confident their individual needs and preferences are understood and met. The provider has identified further opportunities to strengthen how progress against outcomes is evidenced, providing growing assurance that people's outcomes are actively pursued, monitored and improved in partnership with them.

People are supported by effective systems that promote safety, accountability and learning. The service responds appropriately to complaints, safeguarding concerns and accidents and incidents, ensuring concerns are recognised, investigated and addressed in a timely and proportionate way. People benefit because concerns are taken seriously, outcomes are communicated clearly and actions are identified to reduce the risk of reoccurrence. This supports people's emotional well-being and confidence in the service. Care staff understand how to raise concerns and feel confident these will be acted upon. Most risk assessments are in place and provide clear guidance for care staff on how to support people safely and mitigate risks, helping to protect people's well-being.

People's language, cultural and communication needs are anticipated, identified and met. People's language preferences are recorded, and information can be provided in Welsh on request. Some people using the service speak Welsh, and care staff are available who can communicate in Welsh. Reviews can be offered in Welsh where this is identified as a preference, supporting people to fully participate in discussions about their care. The service promotes Welsh language and culture, for

example through celebrating St David's Day, which is reflected in the organisation's branding. A diverse workforce is valued, and different cultures and languages are recognised, with cultural and religious events acknowledged and care staff supported during important times of the year. People benefit because care is delivered in a way that respects identity, culture and communication preferences, supporting inclusion, dignity and well-being.

Care & Support — Good

People experience reassurance, confidence and continuity because they are supported by a stable and familiar group of care staff who know them well and provide consistent, relationship-based care. Staffing arrangements are purposefully planned so people receive support from care staff they recognise and trust, reducing anxiety and removing the need for people to repeatedly explain how they wish to be supported. People told us care staff are *"dedicated"* and that they *"look forward to seeing them,"* with others describing care staff as *"like my family"* and highlighting their *"polite and caring attitude."* Care staff told us they are passionate about their roles and said, *"we have good relationships with people and know them so well."* People benefit because this stability supports continuity, strengthens emotional well-being and ensures care feels reliable, personalised and responsive to what matters most to them.

People benefit from well-planned, person-centred care that consistently meets their needs and preferences. Personal plans are detailed and reflect people's life history, routines, choices and risks, supported by pre-assessments to ensure the service is suitable to meet people's needs. Risks are mostly well identified and mitigated, enabling care staff to support people safely while promoting independence. Clear daily support tasks guide each care call and are followed consistently, with alerts generated and reviewed promptly, reducing the risk of gaps in care. Daily records provide assurance that care is reliably delivered and aligned with people's personal outcomes. Since our last inspection, the electronic care system keeps information current and consistently available to care staff who told us they can quickly access the information and guidance they need to support people safely. People and their relatives can view daily records using the mobile app, which provides reassurance and transparency, particularly for those who do not live locally. People and their relatives consistently rate the standard of care they receive as good or excellent and told us care staff understand their needs and preferences well, supporting care that feels responsive, personalised and focused on their well-being and quality of life.

People benefit from safe, well-managed medication and responsive health support that promotes comfort, safety and well-being. Medication practices are guided by a comprehensive policy aligned with best practice, with medication administration records largely complete and accurately maintained, and assessments in place for all people to clearly set out the level of support required as needs change. Oversight through routine audits supports consistent practice and ongoing improvement. People benefit because medicines are administered as prescribed and risks are effectively managed. The service works well with health and social care professionals to respond promptly to changes in need, with advice clearly communicated and embedded into practice. Health assessments guide care staff to support people safely and appropriately. Professional feedback described leadership as *"open and transparent"* and *"proactive,"* and relatives told us they *"always recognise when there are changes"* and are kept informed. People benefit from timely, co-

ordinated care that supports their health, reassurance and overall, well-being.

People are protected from the risk of infection because care staff consistently follow good infection prevention and control practices. Care staff receive infection control training, their practice is observed when they commence employment, and they are provided with appropriate uniforms and personal protective equipment (PPE). Ongoing compliance is monitored through regular spot checks. People told us care staff follow good infection control practices and dispose of PPE appropriately, providing reassurance that care is delivered safely in their homes and supporting people to feel confident and protected.

Leadership & Management — Good

People are supported to achieve positive outcomes because the service is well led and benefits from strong leadership and clear management oversight. The manager and RI work closely together to monitor quality, identify risks and drive improvement, ensuring people's well-being remains central to decision-making and that issues are addressed promptly. This creates a positive and inclusive leadership culture that supports consistency and quality of care. Care staff described the management team as *"wonderful," "approachable,"* and *"fabulous,"* reflecting leadership that is visible, responsive and supportive. Care staff also told us that when they contact the office, *"X is like sunshine on a stick,"* highlighting the encouraging approach taken by leaders in the office. People benefit because care staff feel valued and confident to seek advice and guidance, contributing to good morale, retention and reliable, high-quality care.

People further benefit from highly effective governance and oversight that routinely monitors quality, manages risk and supports continuous improvement. Audits across operational areas are purposeful and informative, identifying good practice as well as areas for development and clearly informing improvement planning. The six-monthly Quality Care Report meets regulatory requirements and draws on a wide range of evidence, including engagement with people, families, care staff and stakeholders, alongside analysis of complaints, safeguarding, audits, training and workforce information. Actions are clearly identified and monitored through the RI oversight. The RI visits are regular and consultative, actively seeking people's views and providing effective challenge and assurance. People benefit from leadership that is informed, responsive and focused on improving outcomes for them.

People's, relatives' and care staff views are actively sought through surveys, which demonstrate generally high levels of satisfaction. People consistently described care staff as caring, respectful and helpful, and reported feeling confident in the support they receive. Care staff feedback reflects a motivated workforce with strong teamwork and positive management support. Leaders use this feedback to inform learning and service improvement. The provider has recognised the importance of sharing survey outcomes with people and plans to communicate actions taken as a result. This will help people understand how their views influence change. People will benefit because their voices are valued and improvements are made in partnership, supporting transparency and trust

People benefit from a motivated and well-supported workforce that delivers consistent and reliable care. A range of staff incentives, recognition awards and well-being arrangements help care staff feel valued and supported, contributing to good morale, retention and continuity. People benefit because this stability supports relationship-based care, promotes a positive and inclusive culture,

and provides reassuring, consistent experiences of care.

Care staff receive regular supervision and appraisal, supporting reflection, guidance and professional development. New care staff complete a structured induction, including a buddy system and multiple shadow shifts with experienced colleagues, supporting a safe transition into their role and continuity for people. Spot checks and medication observations provide further assurance of practice; however, some delays for new care staff limit timely assurance of competency. Overall, supervision and quality monitoring arrangements are effective; however, variability in the quality of supervision indicates these arrangements would benefit from further strengthening. A blended training programme, with access to a dedicated trainer, training facilities and future qualifications, supports care staff to develop confidence and competence. The provider has recognised the need to further tailor training to the specific conditions of people supported and has plans in place to address this. People are protected through safe recruitment and vetting processes, and rotas demonstrate generally good practice in relation to travel time, breaks and rest days, supporting care staff well-being and safe care delivery. People benefit from care delivered by care staff who are trained, supported and developing in their roles.

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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