Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Cymru RCT

28 Commercial Street, Beddau, Pontypridd, CF38 2DB

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The inspection visits for this service took place between 30/09/2026 and 05/10/2026

Service Information:

Operated by:	Care Cymru Services Ltd
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:

Care Cymru RCT are a domiciliary care service who provide personal care, practical and social support to adults with physical, mental health, and learning disability needs. It is based in the Rhondda Cynon Taff County Borough Council area.

Well-being is good because people receive a caring and reliable service from committed care staff who support them to remain independent and achieve positive outcomes. People and representatives consistently tell us staff are kind, respectful and responsive to their needs.

Care and support is good because we found people generally receive care which meets their needs. Plans are reviewed regularly, and involve people and others involved in their care. Plans detail individual care needs and tasks. Risk assessments identify risks to people and detail how these can be managed or reduced.

Leadership and management is good because the service is led by an experienced management team who demonstrate a strong commitment to quality improvement and positive outcomes for people. The provider monitors service quality through audits, quality reviews and regular oversight by managers and the Responsible Individual (RI). Staff are recruited safely, receive training appropriate to their roles and report feeling well supported.

Findings:

Well-being — Good

Well-being is good because people experience positive outcomes and are supported by care staff who know them well. People and their representatives are involved in developing and reviewing personal plans. Many people tell us staff are kind, respectful and promote their independence. Relatives describe care staff as professional, reliable and caring. People consistently say they feel safe receiving support from the service. We were told *“I would be lost without them”* and *“They always go above and beyond for my wife”.*

People maintain important relationships and continue living in their own homes with support from care staff. Care staff encourage people to make choices about their daily lives and respect their preferences. We observed positive interactions between people and care staff and saw people being treated with dignity and respect.

People’s communication needs are considered, and personal plans are evident in people’s care files. The service is working towards anticipating, identifying, and meeting the Welsh language and cultural needs of people who use the service. A Welsh language policy is in place. Documentation is also available in Welsh on request.

People are protected from abuse and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. They receive training appropriate to the needs of the people they support, and staff we spoke to understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people can voice their concerns.

People benefit from care staff who understand their routines, preferences and support needs. Documentation such as a statement of purpose and written guide are available and provide information on the service, how to raise a complaint, and details of how to access advocacy services. The management team deals with any complaints and follows the provider’s policies and procedures.

Care & Support — Good

Care and support is good because people receive care and support from care staff who are knowledgeable, skilled and committed to meeting individual needs. Assessments are completed before support begins, ensuring care arrangements are tailored to each person's circumstances and preferences. Personal plans contain detailed information to guide care staff in delivering consistent and person-centred support. Care staff have access to electronic systems which provide clear guidance regarding people's needs and daily routines. This promotes continuity of care and helps ensure support is delivered in line with people's wishes and assessed needs. We found risk assessments are now in place. These detail how to manage risks to people's well-being and support people to remain safe. This is an improvement acted upon since the last inspection.

People are supported by skilled care staff who have a very good understanding of their individual needs and preferences. There is a stable staff team which provides continuity of care to people. People told us care staff usually arrive on time, stay for the allocated time on their personal plan, and do the things they want to do.

People benefit from effective partnership working between the service and health and social care professionals. Records demonstrate appropriate liaison with healthcare services when required, helping to ensure people's changing needs are recognised and responded to promptly.

The service has appropriate arrangements for supporting people with medication. Care staff receive training and competency assessments to ensure medicines are administered safely and appropriately. People and relatives expressed confidence in the support provided. There are policies aligned with best practice guidance and care staff receive training and competency checks to ensure they remain sufficiently skilled. Routine medication audits supports practice to be safe and effective. The risks of infection are reduced and managed as care staff understand and implement safe practices to prevent infection. This includes the appropriate use of personal protective equipment (PPE) such as masks, gloves and aprons as required, and good hand hygiene.

Leadership & Management — Good

Leadership and management is good because the service benefits from strong leadership and effective management arrangements which promote positive outcomes for people. The management team provides clear direction and demonstrates a commitment to delivering high-quality care and support.

People benefit from a service which is subject to regular oversight and quality assurance. A comprehensive programme of audits, monitoring activities and quality reviews supports continuous improvement and helps ensure standards are maintained. Feedback from people, representatives and staff is actively sought and incorporated into service development.

The RI maintains appropriate oversight of the service. Quality of care reviews are completed every six months to assess the quality of the care and support provided and identify areas where improvements can be made. This helps ensure the service remains focused on the experience and outcomes of people receiving care and support.

Recruitment processes support the appointment of suitable staff. Care staff receive a comprehensive induction, mandatory training and ongoing professional development opportunities. Care staff told us they feel supported by managers and value the supervision, guidance and opportunities available to them. Care staff are registered with Social Care Wales, which ensures they have the skills and qualifications needed for working in the care sector.

Incentives in place for care staff include access to a Well-being Hub, counselling sessions and helplines/information to support their well-being. The provider rewards staff for their work with measures such as ‘Carer of the Month’. We were told *“I feel valued as a member of the team and have had a positive experience working here”.* They also offer financial support to staff with the Hasty application enabling them to apply for pay in advance, paid travel mileage, recruitments fees and a vehicle MOT. The service promotes a positive workplace culture where care staff feel valued and encouraged to develop their skills and knowledge. We were told *“The office staff are always there for support and help me out whenever I need it”.* This contributes to a stable workforce and helps ensure people receive support from confident and competent staff team. We were told *“Best decision I ever made, joining Care Cymru”.*

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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