Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Simply Safe Care Group (Western Bay)

Unit 2, Hendy Industrial Estate, Swansea, SA4 0XP

01792885874

https://www.simplysafecg.co.uk

The inspection visits for this service took place between 06/03/2026 and 11/03/2026

Service Information:

Operated by:	Simply Safe Care Group Ltd
Care Type:	Domiciliary Support Service
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:

Simply Safe Care Ltd provides support to people in the community, promoting independence and enabling people to remain living in their own homes for longer.

People experience positive well-being outcomes. They feel safe, respected and valued, and benefit from consistent care staff who know them well. Independence is promoted and people have access to opportunities for social engagement and meaningful activity, supporting emotional well-being.

Care and support are rated as good. Support is generally well planned, safe and responsive to people's needs. Assessments, personal plans and risk management processes support positive outcomes, although some records require further development and more consistency. People are supported to maintain independence and access their community.

Leaders and management are good. The Responsible Individual provides effective oversight and drives improvement. Governance, recruitment and training arrangements have improved and support safe, consistent care. Staff feel supported and quality assurance systems are continuing to improve.

Findings:

Well-being — Good

People experience positive well-being outcomes. They report being mostly happy with the care and support they receive and feel respected, listened to and valued. People and their representatives spoke positively about the service, with one relative commenting, *"They care about the person, it's not just a job to them".* We observed relaxed, warm and respectful interactions between people and care staff. Friendly, natural conversations and appropriate humour were evident, which helped put people at ease and supported their emotional well-being.

Continuity of care staff supports people's well-being and helps to build trusting and positive relationships. People told us they regularly see the same care staff and value this consistency. One person told us, *"They are good, the four that I see regularly are very good".* As a result of these established relationships, care staff are able to recognise changes in people's health, mood or presentation. Appropriate referrals to health or social care professionals are made in a timely way when additional support is needed.

People told us they feel safe and comfortable with the care staff who support them. Care staff demonstrated a good understanding of their safeguarding responsibilities and explained how they would recognise and report concerns. Staff were confident that the management team would take appropriate action should any safeguarding issues arise.

People are aware of their rights and know how to raise concerns. They receive relevant information, including the service user guide and statement of purpose, which sets out what they can expect from the service and how to make a complaint.

Independence is actively promoted. People are encouraged to do as much as they are able for themselves, supporting them to remain living in their own homes for as long as possible. People told us their wishes and preferences are respected and that care is provided in a way that works for them.

Personal plans outline the support to be provided at each visit and include information about people's routines, preferences and choices. Copies of personal plans are kept in people's homes for reference, and care staff also have access to the most up-to-date versions electronically.

People told us care staff are generally punctual and reliable which is consistent with the staff rotas we looked at. Where delays occur, effective communication systems are in place to ensure people are informed. This helps reduce anxiety and supports people's sense of security and trust in the service.

Care & Support — Good

Initial assessments are completed prior to the commencement of the service. Information is gathered from people, their representatives and other professionals involved in their care to ensure the service can meet identified needs. This supports people to receive care and support that is appropriate, consistent and responsive.

Personal plans set out the care and support to be provided at each visit and include information about people's routines, preferences and choices. Some personal plans are well developed and include life history information and background details that help care staff deliver person-centred care. However, other plans lack this level of detail. The manager has identified this and plans to improve consistency through improved oversight during routine reviews.

Reviews of personal plans are completed regularly. People and/or their representatives are not always routinely involved in review meetings, however people told us they would contact the office if they had any concerns or wished to request changes to their care arrangements. This indicates that people feel confident to raise issues when required.

We found that some paper copies of personal plans held in people's homes were not the most up-to-date versions. The manager assured us this would be addressed. Care staff have access to the most recent personal plans electronically and demonstrated they are aware of people's current care and support needs.

Detailed risk assessments are undertaken and include environmental risk assessments to help promote the safety and well-being of both people and care staff. Risks are clearly identified and outline measures to reduce potential harm while supporting people to maintain independence where possible.

Care staff receive infection prevention and control training. During the inspection we observed staff using appropriate personal protective equipment (PPE), such as gloves and aprons, when undertaking personal care tasks. This supports the prevention of infection and promotes people's health and safety.

People are supported to access their local community and take part in meaningful activities. Following the identification of a need for increased social opportunities, the service has developed a community hub within its office space. This provides a safe and welcoming environment where people can spend time with care staff and participate in activities such as arts and crafts, cooking and games. This initiative has been successful and has increased opportunities for people to engage in meaningful activities, supporting social inclusion and reducing isolation.

Leadership & Management — Good

Leadership and management arrangements support the effective delivery of the service and promote positive outcomes for people. The Responsible Individual (RI) has good oversight of the service and has strengthened governance systems since the previous inspection. A six-monthly quality assurance report demonstrates that regular audits are undertaken, feedback is gathered through questionnaires and there is a clear action plan to drive continuous improvement. A recent audit undertaken by the local authority identified several strengths within the service and confirmed that information reviewed was consistent and reliable.

The service has taken effective action to address areas for improvement highlighted at the previous inspection. Records show that complaints are now managed in line with the provider's policy and relevant legislation. The provider appropriately notifies Care Inspectorate Wales (CIW) of notifiable events, such as changes in management, ensuring regulatory requirements are met.

Staff told us they feel supported by leaders and managers and described them as approachable and understanding. Comments included, "*I can't fault them*" and *"It's a brilliant organisation, the management is good".* Formal supervision takes place regularly and provides staff with opportunities to reflect on practice, identify strengths and highlight areas for development or additional training. Staff are encouraged to progress within the service, and several have been supported to move into senior roles. Opportunities are also provided for staff to develop specialist interests, such as supporting the training of others.

Recruitment practices have improved. The RI has introduced an AI-supported system to ensure robust and safer recruitment processes are followed. This includes appropriate checks, references and verification of registration with Social Care Wales. All staff have up-to-date Disclosure and Barring Service (DBS) checks in place, helping to ensure people are supported by suitable and appropriately vetted staff.

Care staff receive a thorough induction and ongoing training. Senior leaders monitor mandatory training compliance and take prompt action where training is due or has lapsed. Training is delivered through a mix of classroom-based and online learning, which staff told us is effective and relevant. One staff member commented, "*Training is good and helps me do my job".* This helps ensure staff have the skills and knowledge needed to deliver safe, high-quality care and support.

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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