Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cadog Homecare Ltd

First Floor, Redwood Court, Tawe Business Village, Swansea, SA7 9LA

01792712020

www.cadoghomecare.co.uk

Date(s) of inspection visit(s): 21/07/2025, 22/07/2025, 22/07/2025, 23/07/2025, 24/07/2025

Service Information:

Operated by:	Cadog Homecare Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Cadog Homecare Ltd is a domiciliary support service with a well-equipped office in Llansamlet, Swansea. It operates throughout Swansea and Neath Port Talbot, providing care and support to people living in their own homes. People are very satisfied with the care they receive. They enjoy positive interactions with care staff, which lift their spirits. Care staff understand people's needs and preferences well. They provide consistently good quality care and support, which promotes people's health and well-being. People can rely on the service to deliver calls at the right time.

Overall, the service is managed well. The leadership team consists of the Responsible Individual (RI), manager, care coordinators and team leaders. The service shares its manager with one of the provider's other care services. The manager and RI provide day-to-day management support and are committed to creating a positive working culture. The manager has been in post since March 2025 and is continuing to build relationships with staff. Staff go through an effective induction and training programme, although the recruitment process needs improvement. The RI has robust systems in place to monitor and improve service standards.

Findings:

Well-being — Good

Information about the service is readily available. Personal plans and other key documents are kept in people's homes and can be accessed by care staff electronically. People are given a copy of the statement of purpose, which explains what the service sets out to provide and how. This document is regularly updated and reflects the service accurately. Policies and procedures are clear, informative and aligned to current legislation and guidance. Staff are required to read these during the induction process and can access them any time via an app.

The service promotes people's health and well-being. Care staff follow personal plans while recognising how health conditions may impact people's daily lives. They encourage people to take their prescribed medication and follow other health advice. People cherish their interactions with care staff and feel safe during care interventions. They told us *"I look forward to seeing them"* and *"They are marvellous. I've got good ones here, I'm so lucky"*. Care staff understand and respect people's care preferences and routines, which are outlined within personal plans. They implement effective measures when providing care, to minimise risks of cross infection.

The service makes every effort to promote the Welsh language and culture. Due to the low number of Welsh speaking staff currently in the team, people are unable to receive a fully bilingual service. However, people are offered key documents in Welsh and assigned Welsh speaking staff where possible. Much to people's delight, we heard care staff using basic Welsh phrases during calls and discussing Welsh programmes and events.

People experience a safe, reliable service. The service employs enough staff to meet demand and senior staff monitor care calls to ensure people receive the right care at the right time. Care staff know how to report safeguarding and whistleblowing concerns and people have confidence in their abilities. One person said, *"They all treat me well"*. The RI works collaboratively with the Local Authority safeguarding team and other professionals to address any concerns about people's welfare. A professional told us the RI is *"helpful and transparent… any documentation or paperwork I request is always provided promptly and without issue"*. The RI often gathers feedback from people, families and staff to inform service developments.

People's relationships with care staff have a positive impact on their lives. Care staff show genuine interest in who people are and have excellent knowledge of their family backgrounds. We saw people greet care staff fondly and enjoy free-flowing, meaningful conversation. People told us *"They really do want to develop a relationship with you"* and *"They treat me as a human being, and we can have a laugh"*. A family member also said, *"They look after me too. They're more family*

than care staff". Care staff have opportunities to reflect on their relationships with others during formal supervision meetings.

Care & Support — Good

The service ensures people shape their own care and support and sign an agreement before care begins. Managers develop personal plans following assessments, which consider people's own abilities and preferences. Existing plans from health and social care professionals are also available, although managers need to consistently incorporate all relevant history into active risk assessments and personal plans. To ensure the service remains suitable, managers carry out regular care reviews with people, their representatives and key professionals. The service is arranged and delivered in line with agreed timetables of care. The RI wants to further enhance people's experiences by identifying and supporting them with activities that will enrich their lives.

People receive high quality care and support. Care staff practise professionally during calls and follow agreed plans of care. They support people with kindness and compassion, giving them options in a way they can easily understand. People told us *"They're more than helpful"* and *"I'm very lucky with this lot; they're all great. There are a few who are exceptional"*. Care staff carry out care interventions confidently and help people feel comfortable by talking through procedures and preserving their privacy and dignity as far as possible. Care staff understand how health conditions affect people and gently remind them how to stay safe and healthy. One person said, *"I always feel safe with all of them. I feel they all know what they're doing"*. Care staff treat people's homes and belongings respectfully and use and dispose of personal protective equipment appropriately.

The service manages medicines safely. People's medication needs are regularly assessed and accurately reflected within personal plans. Medication tasks are flagged via an electronic call monitoring system for care staff to complete during relevant calls. Care staff follow correct procedures to ensure people benefit from their prescribed medicines. The service ensures care staff complete the required training and assessments before administering medication. However, some annual competency assessments are overdue as senior staff are facing delays accessing external training and support to enable them to carry these out. The service undertakes monthly medication audits as per the Local Authority's Medicines Management policy.

People experience a consistent service. Team leaders and care coordinators track the delivery of care calls, allowing them to identify and act upon any significant delays. Care staff keep records of the visits they undertake, which office staff can also review. People confirmed they are given the time they need during calls. However, care staff are not always allocated enough travel time, which puts undue pressure on them. Managers must address this and ensure care staff understand how travel time is arranged and paid. New care staff are introduced to people when shadowing other staff as part of their induction. People know their care staff well, although would like requests for gender specific staff to be accommodated more consistently. The service is working with health and social care professionals to safely reduce some existing packages of care.

Leadership & Management — Good

The service runs smoothly. The manager works alternate days to the RI, so there is management cover at the office throughout the week. The RI is actively involved in day-to-day operations and supervises the management of the service effectively. The RI often meets with people and staff privately during care reviews, staff supervision meetings and appraisals. People feel comfortable speaking out if they have concerns. One person said, *"If I wasn't happy about anything I'd say. I can speak to the girls. I wouldn't change anything"*. There are organised administration systems to help the manager and RI monitor how the service is performing.

The manager and RI are working hard to improve the culture within the service and maintain professionalism across the team, so staff feel fully supported in their roles. Staff attendance at team meetings is increasing and the RI is making small gestures to show staff how much they are valued and appreciated. The RI links with other care providers to share positive practice. Many staff feel confident that the leadership team is making changes for the better. They told us *"I can't fault them… they would do something if things needed changing"*, *"I like to get my point across, and it's respected"* and *"I've worked for other care companies before, and this has been the best"*. Staff have experienced inconsistent levels of support when contacting office staff, which can impact people's experiences. The RI acknowledged this during a recent quality-of care-review, identifying plans to improve communication and ensure people are alerted to any call disruptions. The service has clear policies in place to address staff grievance and disciplinary matters.

The service employs enough staff to meet demand, taking into account planned and unexpected absence. Staff's working hours are discussed and reviewed during supervision meetings. The staff turnover rate is reducing, which will help ensure people experience good continuity of care. New care staff receive a warm welcome when joining the team. One staff member said, *"It's brilliant, I love it. Such a nice team, all really friendly and helpful. I can ask anyone anything."* However, the service provider does not consistently obtain full employment histories before employing new staff or explore why their previous roles in care have ended. This places people at risk of being cared for by staff who are not fit to work in care, and we expect the provider to make improvements. The RI assured us that a revised recruitment process will ensure full and satisfactory information and documentation is obtained and carefully considered before new staff are employed.

Staff have the skills to cater for people's needs. The service provides a wide range of training, which staff describe as *"thorough"* and *"well explained"*, particularly when courses are delivered in person. The leadership team carries out spot checks to observe staff practice and regularly holds formal, office-based supervision. The RI has recently amended paperwork to clearly capture any actions following these meetings. Quality assurance data shows that the service has a high

compliance rate with regards to staff training, registration with Social Care Wales, supervision and spot checks.

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
People must be supported by staff who are fit to work in care. Recruitment procedures must be tightened to ensure full and satisfactory information is obtained and carefully considered before new staff are employed.	21/07/25

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

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