Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gentle Care Services Limited

Croeserw Community Centre, Bryn Siriol Cymmer, Port Talbot, SA13 3PL

01639 203176

The inspection visit took place on 04/12/2025

Service Information:

Operated by:	Gentle Care Services Limited
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:

Gentle Care Services Limited is a Domiciliary Support Service for adults which provides support for people in their own homes. People told us they are very happy with the service received from Gentle Care, and find it to be timely, effective and reliable. People are complimentary of the care staff and feel safe with them.

People experience good well-being outcomes as the service actively involves people in their care, and support is provided in a person-centred way. People are treated with dignity and respect and are involved in all aspects of their care.

The Care and Support people receive is good. People tell us their experience of being supported by the service is very positive. Personal plans are detailed and thorough and co-produced with the provider and people receiving care.

Leadership and management of the service is good. The service is well managed and promotes a positive culture, supporting the well-being of people along with care staff. The Responsible Individual (RI) and manager work in the service daily and ensure effective oversight and governance is maintained.

Findings:

Well-being — Good

Well-being is good as the service provided consistently ensures people's well-being outcomes are met to a high standard. People and their families speak very highly about the support received. The service provider supports people to identify their well-being outcomes, which informs the development of the personal plan. People are consistently involved in decisions about their care and told us care staff always accommodate their individual preferences. The service strives to ensure people's needs are met which often involves being creative in care delivery. For example, the service has arranged for care to be provided at very short notice when required, ensuring people's care needs have continued to be met under difficult circumstances.

People live healthily and safely with control over their lives. People have a voice in their care delivery and lead in their support arrangements. People and their families told us they are routinely involved in the review of their personal plan. We saw detailed personal plan reviews and people are consulted about their care and any changes they feel are required. These reviews take place at least quarterly. Any improvements or changes required as a result of these reviews are acted upon by management.

The provider ensures people are safe and protected from harm and abuse. Care staff receive training in protecting vulnerable adults and the service provider has thorough, comprehensive policies and procedures in place to support this. Staff spoken with have good knowledge of their responsibilities regarding safeguarding people and know how to report any concerns they may have. Personal plans and risk assessments are in place, written to a high standard and consistently reviewed with involvement of the person and their representatives. People told us they feel safe and respected by the care staff visiting them. A person using the service told us *"The carers are superb, they are lovely people".* The service works closely with health and social services, reporting and referring issues as they arise. Advice and guidance from other professionals are acted upon and used to inform personal plans.

Currently there is little demand to provide the service in Welsh. However, the provider is committed to support the Welsh active offer should the demand change in the future and care staff are offered Welsh language training.

Care & Support — Good

Care and Support is good as the provider delivers quality of care to support people to achieve their personal outcomes. We saw evidence that the provider considers if it can meet people's needs prior to the service starting through comprehensive assessments. Personal plans are co-produced with people and/or their representatives and the service provider. People's preferences and individual needs are clearly recorded in personalised plans. This enables staff to provide care and support in a way people prefer. People or their representatives are heavily involved in the review of their personal plans and people's wishes are respected throughout these reviews.

Highly motivated and dedicated care staff provide people with continuity of care and support. Staff are very knowledgeable about people's health and social care needs and demonstrate a patient, empathetic and values led approach. People told us care staff are respectful and understanding. They said *"they always care for me the way I want and they are always nice and gentle and clean."* A family member spoken with told us *"It makes my day to hear her laughing and she always laughs with the carers."*

The service's robust approach to safeguarding helps to protect people from harm and abuse. There is an open and honest culture within the service. People and care staff are very knowledgeable on how to report concerns and are confident the management of the service will deal with these effectively. Staff complete safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. The service has an up to date and comprehensive safeguarding policy in place which reflects the Wales Safeguarding procedures.

The provider ensures high standards of hygiene practices through effective oversight, minimising people's risk of infection. There is a comprehensive and thorough infection control policy in place which is reviewed annually. Staff receive training in infection control, and we saw the appropriate and pro-active use of personal protective equipment (PPE). People told us staff always follow good hygiene practices and use PPE when supporting them with their care needs.

There are effective procedures in place to ensure medication is safely managed. The levels of support people need with medication is documented on their personal plans. We saw good records in place for people supported with medication. Relatives spoken with confirmed the support with medication is invaluable and provided them with reassurance.

Leadership & Management — Good

Leadership and management of the service is good. The service provider has effective organisational arrangements, governance and oversight to ensure the delivery of operations and quality care. The service is led by a knowledgeable, dedicated and compassionate management team, ensuring people's well-being is at the heart of the service. Both people who receive care and care staff told us that the management are visible, approachable and supportive. One person said *"the management team are good, I cant fault them, they're always available if we have an issue."*

The RI is based at the office and completes comprehensive regulatory quarterly and six-monthly reports. These are informed and draw on a range of information gathered by themselves and the wider management team. In conjunction with these reports, the provider regularly audits all aspects of the service to monitor practice and ensure good quality care is being delivered. The service delivers quality of care through promoting a strong service ethos, leadership and a positive working culture.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Recruitment checks are robust, ensuring care staff are recruited safely and appropriate background checks are completed. There are systems in place to support staff in their roles. These include regular supervision, open communication, good quality training, annual appraisals and regular team meetings. Care staff spoken with told us the management team are supportive and approachable. They said they can go to their manager with any concerns they may have and are confident these would be dealt with.

People are supported by staff who overall have enough time to provide care. People told us that they felt prioritised by the carers. Staff rotas, regular audits and voices of the people who receive care show with a few exceptions, the carers were always on time and fulfilled the allocated call time. One person said that the carers *"are very rarely late but if they are they always let me know which puts my mind at rest."* Overall, a good standard of leadership and management was observed in both documentation and from feedback provided by care staff and people who receive care.

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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