Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

WT Healthcare

W T Healthcare Ltd, 127 Wentloog Road Rumney, Cardiff, CF3 3HE

07926737941

The inspection visit took place on 24/08/2026

Service Information:

Operated by:	WT Healthcare ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Requires Improvement

Summary:

WT Healthcare Limited is a domiciliary support service for adults, aged 18 and over. The service offers care and support to people in their own homes in the Cardiff area. People experience good well-being outcomes. People told us they are happy with the service they receive and have formed good bonds with care staff.

Care and support is good, and daily care tasks are completed, in-line with people's care needs. Care staff access electronic information, such as personal plans, which contain basic information. Some key information relating to risks are not complete and personal plans are task focused, but because care staff know people well, the risk is minor.

The day-to-day management of the service is consistent, reliable and available to people, their representatives and care staff. The responsible individual (RI) oversees the service and provides support to the staff team. Overall, care staff told us they feel supported in their role and they value teamwork. Leadership and management require improvement because we found matters raised at the last inspection are not sufficiently met, and quality assurance processes require strengthening. Whilst the risk to people is minor and overall people experience good daily outcomes, areas for improvement will be followed up at the next inspection.

Findings:

Well-being — Good

People are treated with dignity and respect, and they receive support to build on their strengths. People's voices are heard. The provider values people's feedback. Since the last inspection we saw increased opportunities for people to tell service leaders their views on the quality of the service. The provider includes the feedback in their quality monitoring processes. The feedback is positive and people are highly satisfied. People are offered choices in their daily life within the remit of the provider's role. We observed care staff offering choice and there is a strong emphasis of enabling people to 'do for themselves' with assistance close at hand. We found care staffs' knowledge about people far exceeds the level of detail found in personal plans and risk assessments. One representative told us "*The service works well overall, carers are kind, compassionate and respectful. They take time to understand a person's needs and well-being is a priority; our family has peace of mind.*"

People's emotional well-being is supported, including how they manage day-to-day stress. The service culture is nurturing and supportive without judgement. Care staff and service leaders know people very well, and when people have suffered a personal loss or a decline in their mental well-being, the service is understanding, empathetic, and sensitive. Care staff listen to people and personalise their approach to support good well-being outcomes, ensuring those who could be at risk of social isolation have quality time with their carers once all the tasks are complete. The provider produces information about the service, such as the statement of purpose and the service guide. The documents inform people and their representatives about the service they can expect to receive. We discussed with the RI the importance of ensuring key service information is up to date and available to people in their own homes. People's language and communication preferences are noted during the provider's initial assessment. The service does not currently provide the Welsh Active Offer but understands their responsibilities to develop this. At the time of inspection people's communication and language needs were met.

People are mostly protected from harm and abuse because staff training compliance is good, and staff understand their roles and responsibilities in reporting any concerns they may have. The safeguarding policy is available to care staff but requires further development to ensure it fully follows national safeguarding guidelines.

Care & Support — Good

The service completes an initial assessment with people prior to care and support delivery to ensure they can meet people's needs. We found assessments contain minimal information to inform the basis for the personal plan and supporting care documentation. We saw since the last inspection the provider has made some progress in improving care documents, but the personal plan continues to be task based, which was highlighted at the last inspection. We discussed this with the RI, who is making immediate changes to all personal plans and risk assessments.

Overall, people told us they feel happy with the service. They receive consistency and continuity of care from care staff who know them well. Care staff attend people's homes at the agreed times and stay for the duration of the call. We observed care delivery, and people told us of their experiences. We saw interactions which are meaningful, respectful, and warm with genuine bonds between people and care staff. Records relating to daily care delivery are sufficiently complete. We found personal plans are reviewed, and the service involves people and their representatives where appropriate.

People receive support with their prescribed medication where this is an assessed need. Medication recording charts are complete. The medication policy is in place to inform care staff but requires strengthening to meet national guidelines. Medication training compliance for care staff is good. We found care staff had not received competency assessments at the time of the inspection, but the provider promptly addressed this to ensure people receive medication safely from fully competent staff.

People are protected from the risk of infection. People's homes are left clean and tidy, and waste is disposed of properly. Care staff have ample supplies of personal protective equipment. There is an infection prevention control policy in place and we observed care staff follow the policy most of the time. Infection prevention control training compliance is good.

Leadership & Management Requires Improvement

Leadership and management at the service is consistent. The RI is also the registered manager, and they are available to people and care staff. The RI fosters a positive and caring culture at the service. They are accountable for the quality monitoring at the service. People's feedback is important to the provider and demonstrates high rates of satisfaction since the last inspection. The RI documents their visits to the service and produces a quality-of-care review, which partially meets the regulatory requirements. Whilst we acknowledge progress made in some areas since the last inspection, such as medication audits and improvements in some care documentation we found quality monitoring to be insufficient. We found they lack the insight and depth of service wide analysis to identify where the service needs to improve. Quality monitoring does not consider record sampling to demonstrate oversight of personal plans and risk assessments. This means there are missed opportunities to identify quality issues and improve the service where needed. Policies are in place but need further reviews to ensure they sufficiently inform staff and refer to current regulatory and national guidelines. Outcomes for people require improvement because the service has not demonstrated a comprehensive level of oversight and matters discussed at the last inspection have not been actioned. We expect the provider to make improvements.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained staff to deliver good quality care and support. All care staff hold a current Disclosure and Barring Certificate and those eligible are registered with Social Care Wales, the workforce regulator. Since the last inspection, the staff team has been consistent, and teamwork is a strength of the service. Care staff receive suitable on-line training opportunities, with some face-to-face training with the local authority. We found compliance with core training topics to be good. The RI was quick to address the lack of medication and manual handling competency assessments. Care staff receive regular supervision, and quarterly spot checks monitor staff practice. We were told care staff feel well-supported and there is a positive culture within the team.

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
Quality assurance activities require improvement to ensure effective oversight of the service to maintain standards, inform service development and consistency in-line with their regulatory requirements.	24/08/26

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

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