Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

iMeUs HealthCare

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The inspection visits for this service took place between 19/02/2026 and 13/03/2026

Service Information:

Operated by:	iMeUs HealthCare LTD
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

iMeUs Healthcare consistently prioritises individuals' well-being. We received excellent feedback from people, their relatives, staff and professionals. The service adopts a holistic approach considering every aspect of well-being for the person. People told us the service go above and beyond to meet all their needs, physically, mentally and emotionally. One person said, *"They've helped me so much*" and *"They do go above and beyond, they help and awful lot."* People told us the service listen to them and ensure they live their lives as independently as possible.

The service benefit from a small team of consistent care staff who know people exceptionally well. People, relatives and professionals praised the care staff and management team for their communication, care and kindness. The service values and promotes the building of relationships. One relative said, "*It's like having another family member."* We found personal plans are regularly reviewed and people are involved. People receive their care at the right time and in line with their wishes and support needs. Care staff are aware of people's needs, risks and the measures in place, the service are working on documentation to ensure this is clearly recorded in plans and risk assessments. Care and support is Good.

People praised the visibility and dedication of the management team. Everyone knows the manager and Responsible Individual (RI) very well, one relative said, *"We would not know what to*

do without them". We saw the management team hold excellent relationships with the people they support and their relatives as well as professionals. The management team are regularly out in the community ensuring people are happy and safe. The manager is passionate and committed, maintaining consistent and effective oversight. The Ri completes their regulatory duties. Leadership and Management is good.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. People's files include information regarding regarding complaints, advocacy and useful contacts. People told us communication is excellent and they are kept up-to-date on any changes that may affect them, such as care staff running late. One professional told us that the service maintains "*Excellent communication with the family.*" The service works tirelessly to support people to achieve their outcomes. People's goals are agreed through open conversation with staff who know them well. We discussed with the RI the need for these to be clearly recorded so people can review and track their achievements. The manager said, *"Socialisation for me, is the most important thing,"* and the service recognises the significant role they play in people's lives, especially for those who may not regularly access the community.

Recently the service provider delivered Welsh cakes and daffodils to celebrate St Davids day. We heard stories of staff and management going above and beyond to support people to manage day-to-day tasks. Supporting people maintain their health, dignity and sense of self; by ensuring they attend hospital and hairdresser appointments, can access the pharmacy or that their washing machine or car is working. The service considers the whole family and are flexible and responsive to ensure care and support meet the needs for everyone. A professional said the "*Team has adapted to meet the needs of the whole family"* not just the person they support. One person told us how the service also makes sure their pets are safe and well cared for. The manager said, *"We do what needs to be done."*

The service knows the importance of building healthy and safe relationships. The service is planning to open a 'community allotment' to strengthen relationships, offer volunteering and links to community. People are supported with their personal relationships, developing skills to manage emotional distress, conflict and crisis. One professional said the service "*Go over and above the time that is allotted to work with people at a time of 'crisis',"* and another said *"Since iMeUs support, X has not required any additional support from mental health services."* The service supports people to develop skills enabling them to do the things they want to, like accessing the community. One person said, "*There always at hand when needed,"* and *"It's just sheer dedication."* The service has an open-minded approach to complex cases and persevere in challenging circumstances. One relative described the positive impact using the service has had on them as a family, explaining the quality of care provided and the trust they have means they can relax and enjoy some respite, saying, "*It's been an absolute godsend to us."*

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. People are involved in regular reviews of their care and support needs and told us their plans and risk assessments are reflective of the care they receive. Personal plans provide a good level of detail and are person centred. Professionals told us, "*Packages of care are bespoke.*" Plans include coping mechanisms and strategies for some people who may experience distress. Some people have specialist needs and whilst care staff know how to support the person, these are not always recorded. Care staff understand these needs very well and are proactive in working with people and quick to identify concerns. One relative said, *"Care is tailored to X's"* needs and another said, *"Care staff are kind, patient and have genuinely formed family like connections."* The service is working on developing plans to ensure they include all of the person-centred strategies care staff use to support the person.

Medication management is good. An electronic system enables the manager to maintain very good oversight of medication. Medication records are completed in full, showing people receive their medication on time and as prescribed. Regular checks are carried out to ensure people have sufficient stock available. Medication plans in place inform care staff how the person likes to take their medication and where it is stored. Care staff receive regular competency checks to ensure their skills are up-to-date. The manager formally reviews medication monthly but maintains regular daily oversight. One person told us, *"They never rush you."* We saw professionals are regularly involved in peoples care when required.

People are empowered by the service. Several people told us how their independence and confidence has improved since using the service. One relative said, *"It has made a significant difference in X's daily life allowing X to maintain independence."* People told us care staff make them feel safe and they feel confident raising any concerns. Care staff we spoke to have a very good understanding of safeguarding and whistleblowing procedures The service is fast to share any concerns they have with the appropriate agencies and have good working relationships with external professionals. We saw incidents and accidents are recorded and most risks are identified in peoples plans. People told us they trust the service and one relative said, *"I would highly recommend to anyone."*

Leadership & Management — Good

People, relatives and staff consistently praise the management team. One relative said, "*The management team are just wonderful human beings,"* and another told us the service "*Exceeds our expectations."* The manager and the RI are very visible and 'hands on' in the community, everyone knows who they are and feel comfortable approaching them. They maintain effective oversight of the service through an electronic system enabling them to view a 'live' platform so timely action can be taken to address issues as they emerge. There are good systems in place to ensure care is regularly reviewed and the quality of the service is consistently improved. A service improvement plan shows the management team are quick to respond to any suggestions for improvement. The RI has included oversight of Care Inspectorate Wales (CIW) notifications to ensure these are reported in a timely manner. The RI completes their regulatory duties and is working on improving these, to better capture the services achievements and improvements required, so they are aligned with the regulations.

People are supported by consistent care staff who have sufficient time to provide care. There is regular oversight of rotas, and the manager considers staff deployment and is mindful to provide variety, so care staff do not become complacent or de-skilled. The manager allocates sufficient travel time, considering the journey length, traffic and potential delays as well as staff well-being. Staff well-being is promoted, and the service shares messages of praise, gratitude and compliments received directly with staff. A well-being survey is offered to capture staffs experience. Staff meals are booked to allow care staff to come together in an informal setting, strengthening positive team culture and working relationships.

People told us care staff go above and beyond to spend meaningful time with them. Staff are described as reliable, friendly and chatty. One person told us, "*They've helped me get stronger."* One person praised the manager for being able to appoint *"Such a lovely team of girls, so polite, so caring I just can't fault them."* Care staff are well trained and have a good understanding of individuals care and support needs. One relative praised the RI saying they *"Understand everyone is an individual"*. Care staff receive regular supervision and spot checks, to ensure they remain skilled. Every member of staff receives a Disclosure and Barring Service check (DBS) to ensure they are safe to work with adults at risk and are all registered or working towards registration with Social Care Wales, the workforce regulator. Care staff say they are very happy working for the service provider, and they have a good work life balance. They describe the service and management as *"Accommodating," "Transparent," "Flexible*," and *"Friendly."*

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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