Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Hippo Health Care

Alexandra Gate Business Centre Ltd, 2 Alexandra Gate, Ffordd Pengam, Cardiff, CF24 2SA

02920894811

www.hippohealth.uk

The inspection visits for this service took place between 08/06/2026 and 19/06/2026

Service Information:

Operated by:	Hippo Health Care 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:

Hippo Health Care provide a range of domiciliary services across Cardiff and the Vale of Glamorgan for people aged 18 and over.

Well-being is rated good because people are supported by kind, reliable staff who build meaningful relationships, promote independence, and provide both emotional and practical support tailored to what matters most to them.

Care and support is rated good because the provider promotes independence, understands what matters to individuals, and delivers person-centred care that reflects people's preferences and goals.

Leadership and management is good because the provider has a positive, inclusive culture, where staff feel supported and motivated. There are clear governance systems in place to ensure continuous improvement and high-quality, person-centred care.

Findings:

Well-being — Good

People experience good, person-centred care which supports well-being. People describe care staff as kind, respectful and reliable. People told us they are supported to make choices and maintain their independence. Care staff take time to understand people's needs, preferences and routines. We found strong examples of care staff going beyond basic care to support people emotionally and socially. One person told us "*They consistently go above and beyond for me. Carers don't just complete tasks but notice what matters to me. If I am struggling, they will help with things such as watering my garden".* People experience positive emotional support, not just physical care. One person told us, "*Carers are good to me… they ask me what I need and they actually cheer me up which is good for my depression."*

People consistently describe care staff as caring and approachable. One person said, "*They are fantastic. Really lovely people. Absolutely fabulous. They always help me and can't do enough for me".* Representatives report confidence in the reliability of care. One said, "*They are always reliable and very caring*", Another said "*They have been fantastic… they called and checked in yesterday to ensure she is ok in the hot weather… there is someone at the end of the phone."*

People feel safe and reassured. They know who to call if they have concerns. We found care staff demonstrate awareness of people's safety even outside scheduled care. For one lady who walks alone in the community, staff will stop and check she is safe. They then walk with her to ensure she gets home safely.

People are supported to develop meaningful relationships, helping to reduce loneliness and improving emotional well-being. People told us care staff take time to build trust and companionship. This helps people feel valued and understood.

We found strong examples of people being supported to take part in meaningful and enjoyable experiences. One person was supported to visit the beach, something very important to her. She spent time enjoying the seaside and an ice cream. A staff member reflected "*This is what really matters making people's wishes come true*." Another person was supported to prepare a traditional West African meal (Jollof rice), allowing her to experience the care staff's cultural background. She then shared the meal with her husband and care staff. This supports meaningful interaction and helps her feel valued.

The provider is working towards improving its Welsh Active Offer, asking people about their language preferences and providing information in Welsh.

Care & Support — Good

People receive care which meets their needs and supports their preferences. Personal plans are generally strengths-based and focus on supporting people to achieve their personal goals. There is clear evidence of care staff encouraging independence wherever possible. One person's plan promotes independence by encouraging them to wash themselves where possible, with support available when needed.

Support planning reflects what matters to people. This includes maintaining routines, staying positive and having opportunities for social interaction. One person shared they would like to go out for a coffee with carers. The provider recognised this as important to them and took steps to support this outcome, showing a focus on meaningful goals beyond day-to-day care. Where they want to contribute, people and their representatives are encouraged to contribute to the regular review of their personal plans. Plans and goals are updated as changes in their needs or preferences occur.

Care staff also build on people's strengths. They encourage individuals to take part in daily activities such as mobility exercises, choosing meals and aspects of personal care. This helps people remain involved in their own care and maintain their independence wherever possible. Where people exhibit behaviours which may challenge other people, they are supported positively, by skilled staff who safeguard the dignity and rights of everyone involved.

We found that some support plans could be further strengthened, as a small number were incomplete or did not include all key details. In addition, some risk assessments were not always fully reflected within care plans. This may affect how consistently information is used to guide care delivery. However, staff demonstrated a good understanding of the people they support and knew individuals well. This helps to reduce risks in practice. Outcomes require improvement because we cannot be assured care staff have sufficient information to deliver safe care.

The provider has policies and procedures in place to ensure safe care delivery. People report feeling safe and well supported and know how to report safeguarding concerns. Medication policy supports care staff administrating medication correctly. Most people receive their medication as planned, and systems are in place to monitor practice. Regular medication audits are carried out. Care staff are reminded to follow correct recording processes where issues are identified. Infection prevention and control practices are well embedded, with appropriate use of PPE and good hygiene practices reported by people and relatives.

Leadership & Management — Good

People benefit from strong and visible leadership. The provider promotes a positive and inclusive culture with clear focus on people's well-being. Leaders are compassionate, open, and respectful in their approach. Staff told us they feel supported and motivated. They describe the provider as having a strong 'family' ethos, where colleagues work closely together and support one another. One staff member told us the provider is *"Like a family… they don't support us professionally only but always be there."*

Governance and oversight are effective and support continuous improvement. Systems such as audits, Responsible Individual (RI) visits, and spot checks monitor care quality. Feedback is actively gathered and used to improve the service. People's views shape care delivery. Learning from incidents and feedback is evident, with improvements embedded to achieve better outcomes for people.

Leaders demonstrate a strong commitment to transparency, communication, and engagement. People, families, and staff consistently describe the management team as approachable, responsive, and supportive. One staff member said, *"any issues that arise are treated with respect and they are dealt with in a timely manner". A*nother told us, *"Management listen to both staff and clients and act fairly without bias."* Open communication channels ensure concerns, compliments, and ideas are welcomed, contributing to a culture of trust and partnership. This helps people feel confident their experiences matter and the provider listens and responds effectively.

People are supported by a stable, skilled workforce. The provider promotes development through supervision, appraisal, and ongoing training. Training records show staff complete a wide range of mandatory and specialist topics, supporting safe, person-centred care. Staff described learning opportunities as excellent and told us they feel *"very well supported"* in their roles. One member of staff also highlighted the opportunities for career growth and the positive environment supporting progression.

Staffing arrangements are well managed to meet people's needs and promote continuity of care. Rotas, monitoring systems, and management oversight help ensure visits are delivered reliably and people are supported by familiar staff. Staff highlighted *"strong teamwork, good communication, and a person-centred approach"* as key strengths of the service.

There is a strong culture of learning, improvement, and accountability. Leaders actively review practice, learn from experience, and implement improvements to enhance outcomes for people. Reflective practice is evident, and staff are encouraged to contribute ideas and continuously improve care delivery. Staff described the organisation as *"supportive," "well organised,"* and *"committed to high quality care,"* reinforcing a positive and forward-looking culture.

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
The provider must ensure that all care plans and associated risk assessments are comprehensive, accurate, up to date and reflective of each individual's current needs and risks, and that these are consistently used to guide safe, person-centred care.	08/06/26

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

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