Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cared care Limited

45 New Road, Skewen, SA10 6EP

07824696880

The inspection visits for this service took place between 23/02/2026 and 25/02/2026

Service Information:

Operated by:	Cared care limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

Cared Care is a domiciliary service that supports people living in their own homes in the Swansea, Neath and Port Talbot areas.

People experience excellent well-being because they are listened to, treated with dignity, and actively involved in decisions about their care. Individual needs and language preferences are respected. Robust safeguarding arrangements, meaningful relationships, community involvement, and person-centred support help people feel safe, valued, and in control of their lives.

People experience good care and support because staff understand what matters to each person and use clear, up-to-date plans to guide practice. Consistent, well-trained staff promote safe and compassionate care. Effective communication, reliable medication management, and strong infection-control measures help maintain people's health, independence, and overall quality of life.

Leadership and management are good at the service because strong governance, visible managers, and regular audits promote high-quality care. Robust recruitment, ongoing training, and stable staffing strengthen practice. Effective feedback systems and clear emergency planning ensure safe, reliable care, while supportive leadership fosters a positive culture where staff feel valued and well guided.

Findings:

Well-being — Excellent

People live healthily, safely, and with control over their lives. A consistent focus on what matters to each person is embedded from the initial assessment onward, and co-production is consistently evident throughout care plan reviews and any subsequent changes. People and their advocates are actively involved in all decisions that affect them, and people told us, '*They listen'*. People are treated with dignity and respect, with care staff drawing on their knowledge of each individual and applying person-centred practice to promote safety, comfort, and a genuine sense of being valued. One person told us, "*They are respectful of my personal needs, and they make me feel that I matter*". This was further supported by the numerous thankyou cards and compliments we read. During the assessment process, the service records each person's preferred language for documentation, and Welsh-language materials can be provided on request. In addition, the service is supporting one individual to source Welsh lessons, and a member of staff is also learning Welsh.

People are kept safe and well-protected from abuse and neglect because safeguarding is prioritised throughout the service. Individuals are clearly informed about their rights and are supported to raise any concerns with confidence. People and staff have easy access to comprehensive safeguarding guidance, including clear information on how to report a concern or complaint and who to contact, both within the service and externally. Accessible copies of the complaints policy were available in every home we visited. People and staff consistently demonstrated awareness of how to raise an issue and expressed strong confidence that any concerns would be acted upon promptly and appropriately. We received overwhelmingly positive feedback about the communication, visibility, and support provided by the management team, reflecting a high level of trust in their responsiveness. Robust safeguarding procedures, regular training, and a well-informed workforce work together to protect both staff and the people who use the service.

People are supported to develop and maintain safe, healthy relationships that enhances their well-being. We saw that interactions between carers and individuals are meaningful, with communication thoughtfully adapted to suit varying needs. The use of singing was frequently highlighted as a way of bringing joy, comfort, and connection. We saw people being supported to access the wider community whether this be for walks, hairdressing appointments or social groups. One relative told us; "*Cared care supports my relative in gaining confidence and accessing different community groups that suit them, they do a lot of research and work closely with different groups for all different stages of life*". The service also creates its own social events to promote friendships, inclusion and a sense of community. Photos of these events and those to celebrate special occasions such as birthdays and Christmas were viewed.

Care & Support — Good

People receive good quality care and support which enables them to achieve their personal outcomes. Personal plans are developed following an initial assessment and are agreed with individuals and/ or, where appropriate, their relatives. Plans seen reflect assessed needs, clearly record personal outcomes and are reviewed regularly to ensure they remain accurate. The plans would benefit from additional information about individuals' personal history and interests to further support person-centred practice, this has been discussed with the provider. Staff adapt their communication methods to meet individual needs, and we saw evidence that people are supported to maintain their physical and emotional well-being. Records show timely contact with external professionals, demonstrating effective multi-agency working. People told us they are treated with dignity and respect and receive care from a consistent staff team who know them well. They said staff visit at times that suit them and provide care in a kind and compassionate manner. One person told us, "*My carers are superb. They're so caring*". Staff supporting people with more complex needs receive specialist training relevant to their roles.

People are protected from harm and abuse at the service. We saw thorough risk assessments in place, including priority assessments that identify individuals who may be at increased risk if staff are delayed, as well as manual handling, environmental and specialist assessments tailored to people's needs. These assessments ensure risks are identified, recorded and effectively managed. We reviewed the safeguarding and whistleblowing procedures, which are comprehensive, reviewed annually and include links to the All-Wales Safeguarding Procedures and the associated digital app. Training records confirm all staff are up to date with safeguarding requirements and understand how to recognise, report and respond to concerns.

People's medication is safely managed. Staff receive training in medication administration and undertake regular competency checks. Medication requirements are clearly documented within personal plans. We viewed medication administration records (MARs) in people's homes and found these to be completed accurately. The manager carries out monthly audits to monitor safe practice. The service also orders and collects people's medication when needed, helping ensure they do not run out and can manage their health conditions safely.

People's risk of infection is minimised as the service promotes good hygiene practices. Staff complete the All-Wales Induction Framework, which outlines safe infection prevention requirements. There is a sufficient supply of PPE available for staff to collect, and staff receive food hygiene training. A comprehensive infection control procedure provides clear guidance to support safe working practices.

Leadership & Management — Good

People are supported to achieve their personal outcomes because the service provider has effective organisational arrangements, governance, and oversight in place to ensure smooth operations and high-quality care. The Responsible Individual (RI) and service manager are regularly present within the services office and operate an out-of-hours on-call system, ensuring guidance, and support are consistently available to staff and people using the service. Managers complete a range of regular audits, including daily records, medication, spot checks, safeguarding, and complaints. People, staff, and stakeholders are encouraged to share their views through bi-annual questionnaires, which contribute to the ongoing assessment of care quality. We viewed records of quarterly RI visits and the Quality-of-Care Review. While these systems are established, we advised the provider to further strengthen the Quality-of-Care Review to ensure full alignment with regulatory requirements. Staff benefit from consistent managerial support, including an open-door approach, regular supervision, annual appraisals, and team meetings. These arrangements help promote a positive organisational culture in which staff feel valued and well supported. Staff told us, "*Nothing is too much trouble; management will always go above and beyond,*" and "*management are very efficient, caring, and always approachable*." High staff retention and low sickness rates further reflect strong leadership and a stable workforce.

People are supported by staff who have the appropriate skills, qualifications, and experience to meet their individual care and support needs. All staff are either completing the All-Wales Induction Framework or working toward relevant qualifications. Staff files viewed confirmed workers are registered with Social Care Wales, the workforce regulator. The provider maintains robust recruitment and vetting processes to ensure staff are safe, suitable, and trustworthy. Continuous learning and development are promoted through up-to-date core training and specialist training aligned with the specific needs of people using the service. This ensures staff remain skilled, knowledgeable, and equipped to deliver high-quality, person-centred care. Policies and procedures are reviewed annually, and the service is open and transparent, making the legally required notifications to Care Inspectorate Wales (CIW).

Care and support time is sufficient to meet the outcomes identified in people's personal plans. Staff told us they have enough time allocated to undertake their care calls, and people reported they are kept informed on the rare occasions when call times need to change. Management ensures safe staffing levels and uses a prioritisation system during emergencies to maintain continuity of 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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