Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Angeni Support

Angeni Support, Office 3,4,5 Valleys Enterprise Centre, Merthyr Tydfil Industrial Park, Merthyr Tydfil, CF48 4DR

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angeni-support.co.uk

The inspection visits for this service took place between 29/10/2026 and 30/10/2026

Service Information:

Operated by:	Angeni Support Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
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	Excellent
Leadership & Management	Excellent

Summary:

Angeni Support provides care and support to people in their own homes across Merthyr Tydfil and surrounding areas. We saw evidence to suggest the service delivers high-quality, person-centred care and support. People, their families, professionals and staff spoke very positively about the service and the difference it makes to people's lives.

People experience excellent well-being outcomes and are supported to maintain their independence and make choices about their daily lives. They have access to a wide range of social activities and opportunities through the provider's day centre and community events. These help people stay connected, maintain friendships and reduce social isolation.

People receive excellent personalised care and support from staff who know them well and understand their individual needs. Personal plans reflect people's wishes and preferences and are reviewed regularly. Strong arrangements for safeguarding, medication management and infection prevention help keep people safe and well.

Leadership and management are excellent because the Responsible Individual (RI) and management team are visible and approachable. Staff told us they feel well supported, receive excellent training and development opportunities, and are encouraged to contribute ideas for improving the service. Quality assurance systems support continuous improvement and feedback from people, relatives, staff and professionals is overwhelmingly positive.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes because they are supported by a service that places their rights, choices, independence and quality of life at the centre of care and support. The service promotes well-being through highly effective and innovative approaches which extend beyond the delivery of commissioned care. These include setting up and running a day service, called Geni's Daycation, five days a week. The provider has invested in suitable premises, transport, staffing, activities, meals and refreshments to enable people to attend and benefit from meaningful social opportunities. The day centre also includes a hair salon, providing people with additional opportunities to maintain their well-being and independence. In addition, the service has introduced a walking group, provide well-being packages and treats to people in their own homes, arrange pamper sessions, and supports individuals to take part in social and community activities that are important to them. This enables people to remain active, connected to their communities and achieve outcomes that matter to them.

Throughout our inspection, we found people were treated with dignity, kindness and respect. Feedback from people using the service was overwhelmingly positive, reflecting the caring and person-centred approach taken by staff. One person told us*, "Absolutely fantastic, lovely girls, can't fault them. They always go over and above".* Another person said*, "Very happy. I think they do a great job".* Representatives also praised the service. One relative told us*, "They go over and above when needed with the little extras which we appreciate".*

The service is open and transparent about the support it can provide from the outset, helping people and their families to make informed decisions and develop realistic expectations. Robust safeguarding and risk management arrangements help ensure people remain safe while maintaining their independence. Staff receive appropriate safeguarding training and demonstrate a good understanding of their responsibilities. The service refers safeguarding concerns appropriately and creates a culture of learning where incidents are reviewed and improvements implemented. Incidents and accidents are appropriately recorded, monitored and reported to relevant agencies where required.

The service makes a positive effort to promote the Welsh language. Documentation is available in Welsh, Welsh-speaking staff are employed, and arrangements are in place to complete assessments and provide support in Welsh where required.

Care & Support — Excellent

People receive exceptionally personalised care and support from staff that know them well. The service completes detailed pre-admission assessments to determine whether people's needs can be met safely and effectively before offering a placement. We reviewed several care files and found personal plans are detailed, outcome focused and reflective of people's individual wishes and routines. Plans are written in a person-centred format and provide clear guidance for staff on how care should be delivered. Care records demonstrate people and their representatives are actively involved in assessments, reviews and care planning. Reviews are completed regularly and evidence ongoing monitoring of people's changing needs and outcomes. Detailed risk assessments enable people to make informed choices while promoting their safety and independence. Daily recordings are sufficient and give information about a person's care journey.

People consistently told us they receive care from staff who know them well. One person said, *"They care for me very well."* Another told us, *"I've got a brilliant service".* Feedback highlighted positive relationships between people and staff and evidenced continuity of care. Many people report seeing the same care workers regularly, helping to develop trusting relationships and consistent support.

The service works effectively with health and social care professionals to ensure people receive coordinated and responsive support. Feedback from external professionals was highly positive. One healthcare professional described the quality of care as being of a very high standard and said, *"The Angeni Support team continually go above and beyond in delivering high-quality person-centred care. Their professionalism, kindness and commitment to well-being are evident every day."*

Medication management arrangements are particularly strong. The provider has invested significantly in robust medication systems and appoint a dedicated medication compliance officer to oversee medicine management. Medication audits, competency assessments, specialist training and monitoring systems provide strong assurance that medicines are managed safely. Records reviewed confirm medicines are administered and recorded appropriately.

Infection prevention and control arrangements are well embedded within the service and support the effective management and reduction of infection risks. Staff receive regular training and demonstrate a good understanding of their responsibilities in maintaining safe practice. Personal protective equipment (PPE) is readily available, and feedback from people receiving support in their homes confirm that staff consistently follow appropriate infection prevention and control procedures during visits.

Leadership & Management — Excellent

People benefit from strong and effective leadership from an experienced management team that is committed to delivering high-quality care and support. Leaders are visible, approachable and foster a positive culture where people and staff feel valued, supported and listened to. The management team has an excellent understanding of the people using the service and maintains effective oversight of its day-to-day operations.

The service invests considerable resources into enhancing people's well-being, including employing dedicated staff with responsibility for specific areas of service delivery, such as a medication compliance officer and a well-being officer. The RI plays an active role within the service and is highly visible in its day-to-day operation. Staff described the RI as approachable and supportive, and their involvement helps maintain strong oversight of the service while fostering a positive and open culture. One member of staff told us, *"Management are fantastic, so supportive and always there"*. Another said, *"This company is so different to work for, they are very accommodating".*

The provider demonstrates exceptional commitment to staff well-being. Initiatives include well-being bags, coffee mornings, recognition awards, employee-of-the-month schemes and annual staff celebrations. Staff repeatedly describe feeling appreciated and recognised for their contribution.

Robust recruitment processes are followed to ensure staff are suitable for their roles. We sampled staff personnel files and found the required pre-employment checks are completed, including appropriate references and Disclosure and Barring Service (DBS) checks. The service maintains strong staff retention and does not rely on agency workers, which promotes continuity of care. The service takes exceptional measures to ensure new staff receive a thorough induction and probation process, with a member of staff employed specifically to manage and oversee this. Staff receive regular supervision, appraisals and competency assessments.

People benefit from a staff team that is exceptionally well trained, well supported and highly motivated. Training compliance is excellent and includes both mandatory and specialist training relevant to the needs of people using the service. Staff have access to a dedicated training facility which mirrors a typical home set up, realistic simulation equipment and virtual reality technology to support understanding of specific health conditions. Training provision includes a combination of face-to-face and e-learning opportunities alongside specialist training tailored to people's individual needs, including epilepsy awareness and dementia care.

Governance systems are comprehensive and include audits, medication checks, spot checks, competency assessments and surveys. Up to date policies and procedures are in place, providing

guidance around staff roles, responsibilities, and how the service is to be run. Contingency plans have been made in the event of an emergency, so the service can continue to run. The provider actively seeks feedback from people, relatives and staff and uses this information to drive service improvement. Survey results demonstrate very high levels of satisfaction with the quality of care and support received. Whilst oversight of the service was clear through daily involvement and strong governance arrangements, formal documentation of some oversight activities could be strengthened to better evidence regulatory compliance.

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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