Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Delight Care and Support Services

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

02921 155613

www.delightcare.co.uk

The inspection visits for this service took place between 02/12/2025 and 18/12/2025

Service Information:

Operated by:	Delight Care and Support Services 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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Well-being is rated as good because we found people are supported to build safe and healthy relationships and feel valued by care staff who know them well. Continuity of care is excellent, with people often supported by the same care staff over several years. People are treated with dignity and respect, actively involved in decisions, and confident their concerns will be addressed.

Care and support is rated as good because we found people receive reliable, well-organised care from familiar staff who arrive on time and stay the full duration of calls. Staff rotas and travel times are effective, and staff retention is strong. Medication is safely managed, with clear policies and regular audits. Personal plans are clear, collaborative, and regularly reviewed, supported by highly detailed assessments and risk management information.

Leadership and management is rated as good because the manager, who is also the Responsible Individual (RI), leads with strong values and is approachable, supportive and responsive. We found good and effective governance arrangements which promotes a positive culture and a good standard of care. Policies and procedures are regularly reviewed. Staff are happy working at the service, they are recruited safely, receive monitoring and supervision, and are supported to gain relevant qualifications.

Findings:

Well-being — Good

People are supported to build safe and healthy relationships and engage meaningfully with care staff, feeling valued and understood. Many people experience excellent continuity of care, often working with one or two key care staff over several years. Care staff have a thorough understanding of the people they support, are attuned to their unique preferences, and frequently stay longer than planned. This strong familiarity enables care staff and people to share life journeys and overcome obstacles together.

People are treated with dignity and respect and actively participate in decisions that affect them. Both people and their relatives have praised the service, noting that care staff go above and beyond. People told us, "*I feel like almost everything is going very well*," and described the company as "*absolutely fabulous*." One person said, "*I'm very grateful to have them*." Others commented, "*They're very nice*," and "*The care staff are all lovely*."

People have a voice and feel in control. They have access to information that fosters choice and independence and are fully included in the formulation of their care documentation and delivery. People feel confident their concerns or complaints will be taken seriously, thoroughly investigated, and responded to promptly, without fear of repercussions. Staff receive training in how to raise concerns, including their professional obligations, and are confident raising issues with managers.

People are kept safe from harm and abuse, and all legal requirements are met. Care staff undergo robust vetting before starting work at the service. All staff complete higher-level safeguarding training, and the RI demonstrates a thorough understanding of safeguarding, risk management, and the duty to report. A safeguarding and whistle-blowing policy is in place and is being updated to include professional concerns and external contact details, so care staff know how to report issues if needed. Further strengthening is needed to ensure all staff understand their duty of candour and whistleblowing responsibilities, and how to report concerns externally if they need to.

Care & Support — Good

People receive good quality care and support at the right time because care delivery is reliable and well organised. People know who will be supporting them and have information about their call times, as they are supported by a small group of familiar care staff. People told us care staff arrive on time and stay for the full duration of each call. Office staff are responsive, and an on-call system supports people and staff outside office hours. Care staff have enough time to provide support, and effective staff rotas and travel times ensure care is delivered when needed. Staff retention is strong, with care staff on permanent contracts and reporting high job satisfaction.

Medication is safely managed. Care staff follow a detailed medication policy and are trained and competent to administer medication. Electronic monitoring systems and regular audits maintain oversight. The service provider responded promptly to inspection feedback by introducing additional medication checks. Medication is now regularly reviewed, and information is clearly recorded in personal plans, including who is responsible for administering, collecting, and disposing of medication. The RI strengthened partnership arrangements for medication, ensuring care staff now administer medication only from pharmacy-arranged blister packs or original boxes.

People receive the quality care and support they need to achieve their personal outcomes. Personal plans clearly outline care and support needs, associated risks, and guide care staff to report changes and early warning signs of ill health. Plans are developed collaboratively with people and their representatives, reviewed regularly, and supported by highly detailed assessments and risk management information. To further strengthen learning from past incidents and promote people's health, the RI is consulting with all care staff to ensure they understand their responsibility to report any changes in people's presentation or early signs of illness to the management team. This enables managers to contact the relevant professional without delay. The RI has also updated electronic recording systems, so any concerns raised, and communications with professionals or people's representatives, are clearly recorded.

There is an effective approach to assessing, managing and preventing the risk of infection. Staff are trained, understand, and implement safe practices to prevent infection. Care staff have access to Personal Protective Equipment (PPE). We observed care staff appropriately using PPE.

Leadership & Management — Good

The Registered Manager is also the Responsible Individual (RI) and Director of the company. They lead the service with a strong ethos and clear values, upholding equality of opportunity. The manager advocates effectively for people and assesses needs and risks holistically.

People using the service, their relatives, and care staff describe the manager as approachable and supportive. Feedback from stakeholders, including community professionals, is consistently positive. One professional told us, *"Collaborative working is effective, communication is excellent, and the manager is always available and responds promptly."* Care staff report high standards of care, positive communication, and strong teamwork. One care staff member said, *"The management of Delight Care and Support Service are very good to work with. They are approachable and always ready to help. They communicate well and show understanding."*

The provider's oversight and governance arrangements promote a positive culture and support the delivery of good-quality care. The RI is visible within the service and takes an active role in care and support, demonstrating strong oversight of operational performance. The RI regularly engages with people and staff to discuss service provision and ensure their views are considered. A formal review of the quality of care takes place every six months to evaluate performance. We reviewed the latest report and found it clearly identifies strengths and areas for improvement, supporting ongoing development. Policies and procedures support safe and effective practice. During the inspection, we reviewed key policies, including safeguarding, whistleblowing, and medication management. These policies are largely aligned with statutory requirements and best practice guidance, and are reviewed and updated regularly.

Care staff are recruited safely, with robust pre-employment checks, including Disclosure and Barring Service (DBS) checks and references. We discussed with the provider the importance of gathering detailed information about staff members' previous education and employment history to further strengthen recruitment, and the provider assured us this will be implemented. New staff complete an induction training programme that equips them with essential skills and an understanding of people's needs. Care staff receive regular supervision and monitoring, and have access to accessible communication systems for reporting. Care staff register with Social Care Wales and are supported to enrol and complete relevant social care qualifications.

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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