Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Focus Care and Cleaning Ltd

Focus Care And Cleaning Ltd, 2 Alexandra Gate, Ffordd Pengam, Cardiff, CF24 2SA

02920894844

The inspection visits for this service took place between 15/09/2026 and 21/09/2026

Service Information:

Operated by:	Focus Care and Cleaning 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 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	Requires Improvement

Summary:

Well-being is good because people experience positive outcomes and are treated with dignity and respect. People feel valued and listened to and are supported to maintain their independence. People and relatives consistently provided positive feedback about the quality of care, responsiveness of management and the positive relationships they have with staff. People are also safeguarded through effective oversight of concerns and incidents.

Care and Support is good because people receive reliable, person-centred care from familiar care workers who know them well. Care workers understand people's needs, preferences and routines. Care workers are well trained, appropriately supervised and have the knowledge and skills needed to provide safe and effective care. Although care records require further development, we found no evidence this had negatively affected people's outcomes.

Leadership and Management requires improvement because governance and quality assurance arrangements are not yet sufficiently robust. The leadership team has addressed some of the shortfalls identified at the previous inspection. However, some regulatory requirements are not yet fully met. The service does not have a manager registered with Social Care Wales. The Responsible Individual (RI) has started to strengthen oversight of the service. However, they do not

yet consistently carry out thorough checks to identify and address all areas requiring improvement. The leadership and management team are making positive progress, they engaged positively throughout the inspection and demonstrated a commitment to resolving the remaining areas requiring improvement.

Findings:

Well-being — Good

People are treated with dignity and respect. We observed warm and respectful relationships between people and care workers. Care workers knew people well, listened attentively and understood how they preferred to receive their care and support. Care workers showed a genuine interest in people's lives. We saw them discussing family photographs and celebrating people's achievements. People appeared comfortable with care workers and were valued as individuals. People described care workers as kind, patient and supportive. One person described them as *"Fantastic"*, while a relative said, *"They are good as gold."*

People receive support from a small and familiar group of care workers. They told us care workers are reliable and usually arrive on time. The service informs people when a care worker is delayed. People said communication is good and care workers provide additional help when needed. One relative rated the care workers as *"Excellent"* and said they had *"No complaints."* Another family rated the service eight out of ten and said they were happy with the support from care workers and managers.

The management team seek people's views through visits at home. This includes visits from the RI. People have information explaining what they can expect from the service and how to raise a concern. Records show managers respond to concerns and act quickly when people are dissatisfied. We found managers accepted the findings of one complaint and made changes to improve the person's experience. Relatives also told us managers and head office staff respond promptly when they raise concerns.

People are safeguarded from abuse and neglect. Care workers complete safeguarding training. Managers review concerns and incidents to identify patterns, learning and necessary improvement action.

The service provider makes efforts to promote the Welsh language and culture. Care workers learn basic Welsh phrases during learning and development activities. The provider can supply Welsh-language documents on request. However, no care workers currently speak Welsh fluently, so the service cannot currently provide care and support fully through the medium of Welsh.

Care & Support — Good

People receive care and support from a small group of familiar care workers who know them well and understand their needs, preferences and daily routines. We observed positive interactions between people and care workers. Care workers treated people with dignity and respect and supported them in line with their wishes and choices. People and their relatives consistently told us care workers are reliable, arrive on time and communicate well. Relatives described a positive partnership approach and said staff are approachable and responsive. Care workers told us they have access to the information and systems they need to provide effective care and support.

People have choice and control over their care and support. We observed care workers offering choices, providing clear information and responding to people's requests. People told us the service supports them to remain safe and independent at home. One relative said the service *"Meets their needs"* and works better than previous care arrangements. Another person told us, *"I could not fault the service."* Most people rated their care and support as "*Very good*", with many saying their care workers are patient, hardworking and go the extra mile in providing individually tailored care.

People receive care and support that helps them achieve their personal outcomes. People, their representatives and care workers contribute to care planning and regular reviews. Care plans are updated when people's needs change. However, assessments and personal plans are not consistently detailed enough to fully describe people's outcomes, risks and support needs. They are primarily task-focused and do not consistently record people's outcomes, risks and medication arrangements. Records do not always clearly explain how medicines are obtained, received, stored and managed. Staff understood these arrangements in practice and managers responded appropriately when issues arose. We found no evidence that this had adversely affected outcomes for people. However, more robust records are required to support consistent care, particularly for people with more complex needs.

The service provider promotes good hygiene practices and ensures sufficient supplies are available to meet people's needs. This helps minimise people's risk of infection. Care workers wear Personal Protective Equipment (PPE) when appropriate and all staff receive food hygiene and health and safety training.

People are supported by care workers who receive core training, are registered with Social Care Wales and are supported to develop their professional knowledge through obtaining further social care qualifications. All care workers are appropriately vetted through recruitment checks, receive regular supervision and have fixed contracts, which promotes continuity of care.

Leadership & Management Requires Improvement

The service provider's oversight and governance arrangements promote a positive and compassionate culture. We found the service provides safe, effective and reliable care. The management team promotes a positive culture that values people and supports person-centred relationships. Care workers told us there is a strong emphasis on dignity, respect and choice. They said the focus on maintaining people's independence and quality of life in their own homes works well. Staff told us care workers are kind, respectful, attentive and treat people like family.

People told us they have very positive experiences of the service, including the management team, and have had no need to raise concerns or complaints. They said managers respond promptly when required. Many people told us, *"I could not fault the service."* The RI visits the service regularly, supervises the manager and seeks people's views in person. The provider has improved care reviews and the recording of management actions. Records of concerns, incidents, complaints, referrals to healthcare professionals and information shared with people's representatives are well maintained.

Most care workers spoke very positively about working for the service. Many described the support they receive from managers as excellent and said recent changes have significantly improved their well-being. They told us management is approachable, responsive, helpful, supportive and accommodating. The provider has strengthened staff scheduling and rota management. Care workers feel confident in their roles and told us they receive clear guidance and know how to raise concerns. Comments included, *"The management-staff relationship is excellent," "We get help as soon as we need it,"* and *"Management genuinely listens to staff."* Staff repeatedly described good teamwork, respectful colleagues, strong communication and a sense of belonging within the team. Care workers told us they have sufficient time to travel between visits and people confirmed care workers usually arrive on time, and remain for the planned duration of their visits. Although rota records did not always clearly demonstrate allocated travel time between calls, we found no evidence that this had affected outcomes for people.

Outcomes for people require improvement because the management team, including the RI, does not consistently demonstrate sufficient knowledge of regulatory requirements or apply them effectively in practice. The provider must strengthen governance, quality assurance and oversight arrangements. Although leaders engage openly with the inspection process and have addressed some previous shortfalls, the previous area for improvement remains outstanding and we identified two further areas for improvement. The RI's monitoring visits and quality of care review do not fully meet regulatory requirements. Managers do not consistently audit care records and medication auditing arrangements are not sufficiently robust. Consequently, the management team did not identify medication administration practices that were not in line with the provider's policy and

national guidance.

Outcomes for people also require improvement because the provider has not appointed a suitably qualified and competent manager registered with Social Care Wales. While the current service manager receives supervision, is working towards a higher-level qualification and is supported by administrative staff, the absence of a registered manager reduces management capacity. Combined with weaknesses in regulatory knowledge and quality assurance arrangements, this increases the risk that issues affecting people's outcomes will not be identified and addressed promptly. We expect the provider to make these improvements by the next inspection.

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 service provider has a duty to ensure a manager is appointed in accordance with regulatory requirements. Currently there is no registered manager with Social Care Wales (SCW) to run the service. This is important to ensure effective day-to-day oversight of the service, clear accountability, and assurance that the service is managed by an individual appropriately deemed fit by the workforce regulator. The current service manager has applied to gain registration with SCW.	15/09/26
The Responsible Individual's limited understanding of regulatory requirements has reduced the effectiveness of governance and quality assurance arrangements. As a result, people's outcomes may be affected because opportunities to improve the quality, safety and reliability of the service may be missed or delayed.	15/09/26
Quality assurance arrangements are not sufficiently effective in identifying and addressing areas requiring improvement within the service. Internal audits, monitoring systems and oversight by the management team have not consistently identified gaps relating to medication management, care records and regulatory compliance. This increases the risk that people do not consistently receive care and support that is delivered in line with best practice guidance and effective oversight.	08/05/25

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

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