Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Careful Care Ltd

96 Gnoll Park Road, Neath, SA11 3DD

01639795555

Date(s) of inspection visit(s): 24/07/2025, 28/07/2025, 30/07/2025

Service Information:

Operated by:	careful care ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Careful Care Ltd is a domiciliary care service providing support to people in their own homes in the Western Bay area which covers Neath, Port Talbot and Swansea. People experience excellent well-being as the service they receive is delivered according to their needs and in consultation with them. People are supported to maintain their independence whenever possible. They are supported by dedicated and compassionate care staff who know them well and have built good friendships with them.

People are provided with good care and support. People contribute to the development of their care plans and reviews. People, relatives and professionals all gave very positive feedback about the quality of care provided and the reliability of the service. Similarly care staff are happy in their roles and gave positive feedback about feeling valued and well supported in their roles.

Leadership and management is good. There are good systems in place to oversee the service and ensure continuity of care is maintained. Care staff are recruited, supported and trained effectively. The responsible individual (RI) is visible in the service on a weekly basis and is very supportive of the management team.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. People are at the heart of their care from the initial assessment and throughout their care provision. Personal plans are well written with people and are agreed and reviewed routinely with them. They reflect people's needs well and are supported with relevant risk assessments. People receive reliable support from a consistent staff team who they have grown to trust and see as friends. This enables them to communicate their feelings and wishes well. People know how to communicate with the office and raise any issues they may have confidence they will be addressed appropriately and effectively. People have excellent wellbeing and can do what matters to them due to the service being reliable, timely and effective in supporting them to meet their needs.

People are safe and protected from abuse and neglect. People spoken with all confirmed they feel very safe with the care staff who support them. Care staff wear uniforms and carry identification for easy recognition, and personal protective equipment (PPE) to maintain robust infection control practices. People receive support from consistent staff who they recognise and trust. Care staff undertake safeguarding training and all those spoken with have a good awareness of the procedures they need to follow if they have any concerns about the people they support. The provider has multiple policies and procedures in place for the smooth running of the service and contingency arrangements to ensure people received the care and support they need consistently. People told us they are treated with dignity and respect and don't feel rushed or anxious when care staff support them. One person said "*They are marvellous, I can't complain about anything. It's a consistent team of staff and they always make me feel comfortable and safe".*

People are supported to cultivate safe, wholesome and healthy relationships. People told us how they have built friendships with the care staff, comments included: "*They are the kindest people you would ever like to meet", "We have a regular care team and as a matter-of-fact I'd rather say they are my friends" and "I don't really see them as carer's as they really have become my friends".* Staff told us that they are very much like friends but always maintain professional boundaries. Professionals are very complimentary about the lines of communication in the service and the care delivered to people comments included: "*The support workers are professional and clearly care a great deal for the people they support - often going the extra mile".* The manager told us examples of '*going the extra mile'* for people, such as visiting people with no family in hospital and taking them things they needed, running errands for people, visiting people in their own time to check on them if they have been unwell.

Care & Support — Good

People receive good quality care and support designed in consultation with them that enables them to achieve their personal outcomes. From the initial assessment, to planning the personal plan and routine reviews, people are involved in all aspects of their care. This was confirmed by people and one person said, "*They came out to see me in hospital initially to do my assessment and asked me what help I needed and they still either call in or phone every month or so to check everything is going ok".* A professional working alongside the service also said, "*the care agency fully involves people in their care planning in a person-centred way".* Care documentation is easy to follow, available electronically, on handheld devices and is reviewed routinely. to ensure it reflects people's current needs. Care staff reported that the care plans are easy to follow and enable them to deliver the care effectively. Social history and what matters to people is not always captured in much detail, however the provider is changing their care documentation systems at present and assured us that this will be addressed going forward. Care staff log their records onto the electronic devices so this can be seen in real time once saved.

People's medication is safely managed and any changes in health acted on appropriately. The service support people with medication in accordance with their needs and have arrangements in place to collect medication on their behalf. Almost all people spoken with were complimentary of this aspect of the service. We viewed medication administration records (MAR) in people's own homes and found these to be completed accurately with no visible gaps seen. Professionals working alongside the service confirmed that the service have good communication and any issues with medications are reported and resolved effectively. People receive care from a consistent and familiar care team who know them well. This enables care staff to recognise any symptoms of ill health in people and seek appropriate and prompt medical or professional advice.

People's risk of infection is minimised. The service provider promotes good hygiene practices, ensuring sufficient supplies are available to meet people's needs. Care staff wear uniform and are supplied with sufficient supplies of personal protective clothing (PPE) such as gloves and aprons to minimise the risk of infection to people. Care staff know the requirement to wash their hands thoroughly and when to do so.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangement, governance and oversight to ensure smooth operations and high-quality care. There is a small but effective office team in place who are managed by a respected and dedicated manager. The RI is also visible in the service on a weekly basis and is on hand to support them as and when needed. Care staff told us the management team are accessible and approachable and make them feel valued in their roles. There are systems in place to ensure all aspects of the service run effectively, this includes electronic call monitoring which is monitored daily to ensure calls take place at the designated times. MAR charts and daily record logs are audited frequently. Electronic alerts remind office staff when routine tasks such as care plan reviews, supervision and appraisal are due so that they can be actioned promptly. The service has up-to-date policies and procedures in place. The service's Statement of purpose continues to reflect the service well. The RI visits people to obtain their feedback about the service and care staff, however, these are not carried out quarterly as required. Similarly, the quality-of-care review was not completed to the appropriate bi-annually timescales. This does not have an impact on the well-being of people and the RI assured us that these would be implemented imminently to ensure compliance.

People are supported by staff with the necessary expertise, skills, and qualifications to meet the care and support needs of people. Personnel files viewed had documents in place evidencing good and robust procedures to vet and recruit new staff. This includes references from previous employments, identification and up to date Disclosure and Barring Service (DBS) checks. Almost all care staff are registered or working towards registration with Social Care Wales- the workforce regulator. Care staff receive regular supervision and annual appraisals and complete the required training to carry out their roles successfully. Feedback from care staff was very positive and comments included: "*The service is a very happy caring company to work for with plenty of support, information, PPE, training and advice"* and "*I have good support from the office staff, I do feel valued and like working with the company".*

People are supported by staff who have sufficient time to provide care effectively. Care staff told us that they have sufficient time to carry out their roles effectively and this was supported by those receiving the care. Comments included: "*Never have I felt rushed", "Never had any late calls"* and *"I never feel rushed by them, and they always check if I'm happy with everything and if there is anything else they can do for me".* The electronic system in place calculates journey time using GPS and this has proven to be quite successful with travel times, although occasionally unforeseen circumstances such as roadworks or increased traffic can have an impact, which is expected.

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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