Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Resolution Care Services Ltd

Ground Floor Offices, 1 Heol Mostyn Village Farm Industrial Estate, Pyle, Bridgend, CF33 6BJ

01656502506

www.resolutioncareservices.co.uk

The inspection visits for this service took place between 16/10/2026 and 23/10/2026

Service Information:

Operated by:	Resolution Care Services Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported living, Care and support for adults
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	Excellent
Leadership & Management	Excellent

Summary:

Resolution Care Services is a community based domiciliary care and support service which aims to provide a high-quality, proactive, person centred, and outcome focused, domiciliary and outreach service in the local community. The business operates within the West Glamorgan regional partnership area.

Wellbeing is rated as excellent which helps people achieve their personal outcomes. People receive excellent care and support. They have plans detailing their individual support needs and personal outcomes. These are reviewed regularly, and involve people and others involved in their care. People and their representatives are very complimentary about the positive relationships they have with care staff and the management team. People are fully involved in the care planning process and participate in activities, groups, and work opportunities of their choosing.

Leadership and Management are excellent. Care staff feel very well supported, confident and happy in their roles. Regular one to one supervision, monitoring, opportunities to come together, and access to services to support their own wellbeing is provided for staff across the service. A variety of both mandatory and specialist training is provided for staff in several different ways including online, inhouse, bringing outside agencies in, and involving people who use the service. There are robust systems in place for monitoring and reviewing the quality of the service that also involves people using the service. This helps the service to develop and continue to expand. The responsible individual (RI) visits the service regularly, has a good working relationship with the

management team, and has excellent oversight of service provision.

Findings:

Well-being — Excellent

With few exceptions, people are supported to have as much control as possible over their day-to-day. People and their representatives are involved in developing and reviewing their personal plans and identifying personal goals/outcomes. The service carries out pre-assessments and seeks to match the right care staff to people who require support. People also attend team meetings and groups at the service. This provides opportunities to discuss matters that are important to them and how the service can be further developed. Other things such as a Statement of Purpose (SoP) and written guide are available to people and provide information on the service, how to raise a complaint, and details of advocacy services.

People are extensively supported to live well and achieve self-directed outcomes. They are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths and skills. One person told us of care staff helping them through "*some very difficult times and show excellent professionalism.*" A relative described how care staff help their loved one to access a variety of activities, services and opportunities that reflect their interests and preferences. This includes community outings, social events, local amenities and recreational activities. This has had a positive impact on their confidence, independence skills, and overall wellbeing. Another told us the flexibility of the service enables their loved one to attend their new college courses. We were told of people attending the service and developing skills around meal preparation, cleaning and shopping, and attending a local walking group to increase fitness, wellbeing and reduce isolation. The service also supports people to run and attend a variety of groups. This includes a men's group, and social group enabling them to come together to socialise, enhance their strengths and skills, and discuss further developments within the service such as the recent opening of a supported living house and transport.

The service provider promotes the use of creative practices and tools to meet people's communication needs. Care staff receive mandatory and specialist training appropriate to the needs of the people they support. People are also involved in training with care staff to enable them to best support their communication needs such as teaching staff in the use of British Sign Language, Braille, and assistive technology. The service is working towards anticipating, identifying, and meeting the Welsh Language and cultural needs of people using the service. Service documentation can be made available in the Welsh language on request, and signage in the office is in both English and Welsh. People's communication needs are considered in pre-assessments. The service has some Welsh speaking staff, and Welsh language and culture is included in the staff induction programme. The service is currently promoting the 'SaySomethingInWelsh' programme as a weekly challenge and are considering a Welsh Language Ambassador.

People are safe and protected from abuse and neglect. Robust safeguarding policies and processes are in place. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. They receive training relevant to the needs of the people they support, including safeguarding and whistleblowing training. There are effective mechanisms in place to ensure people can voice their concerns, and risk assessments highlight any areas of concern.

Care & Support — Excellent

People receive high-quality care and support which helps them achieve their personal outcomes. Prior to a person receiving the service a detailed assessment is completed to ensure the service can meet their needs. Following this, a personal plan is developed with the person and if appropriate, their representatives. Personal plans are easy to understand and person centred. They highlight people's personal outcomes and the best ways of supporting people to achieve them. Risk assessments are clear and concise. They consider any risks to people's health and safety and detail ways for keeping people safe. We saw personal plans and personal outcomes are reviewed in line with regulation to ensure information recorded remains relevant as people's needs evolve. As well as being involved in the production and review of their personal plans, people are fully engaged in the development of the service. This is in groups at the service and by attending some team meetings, and through feedback surveys.

People are supported by highly skilled care staff with an excellent understanding of their individual needs and preferences. Positive feedback from people included "*I find them an excellent company…they are such a kind, supportive, caring and hardworking Team…dedicated to the needs of others."* Relatives told us, *"Everything the staff do goes above and beyond" and "Continuity of excellent staff that treat X with respect and understanding…professional staff who go that extra mile…continues to have a very positive impact on X overall wellbeing, independence, community involvement and quality of life."* Others said, *"Have a good understanding of X specific needs" and "Dependable, professional, consistent and reliable."*

People are supported with their health needs, reducing the risk of infection, and have support with their medication if required. Medication management and infection prevention control systems are robust. There are policies aligned with best practice guidance and staff receive training in these areas to ensure they remain sufficiently skilled. The completion of routine audits and access to readily available personal protective equipment (PPE) ensures practice remains very safe and highly effective. People are supported to access health appointments, groups and activities which help them to remain well. The service has excellent working relationships with health and social care professionals with some extremely positive feedback including; "*Resolution Care provided an excellent service, demonstrating flexibility, responsiveness and a strong commitment to person centred care*" and "*Consistently demonstrated an outstanding commitment to person centred care and achieving positive outcomes for individuals with complex needs.*"

Leadership & Management — Excellent

People are supported by care staff with the necessary expertise, skills and qualifications needed to help them achieve their personal outcomes. Care staff receive a mix of mandatory and specialist training relevant to the needs of the people they care for. This is delivered in several ways including online, inhouse, bringing in outside agencies, and involving people using the service. The management team's Conscious Leadership Programme has helped them support staff, enabling them to develop into more senior positions and leading to some moving on to other roles such as in mental health, nursing and teaching. A clinical nurse also provides consultancy, advice and training. Feedback from an assessor shows that staff are encouraged and supported to achieve additional national qualifications. The quality of training is good, and staff describe the opportunities to learn and develop as "*Excellent*." Staff are registered with Social Care Wales (SCW).

Staff feel very well supported and valued in their roles and receive regular private support from their manager. They describe the management team as, "*Amazing, approachable, always helpful, friendly, and knowledgeable," and "Resolution Care amazing as it is because of them."* Records confirm they receive the recommended levels of formal support. The management team are innovative in devising exciting and worthwhile programmes to support staff wellbeing. This includes access to a wellbeing support coach, a Health Assured application, and other incentives such as 'Carer of the month', a monthly wellbeing hub, and team outings. This helps support morale amongst the team, staff retention, and continuity for people.

Staff undergo the required checks to ensure they are suitably fit to work at the service. Recruitment files contain all the regulatory required information. Staff complete a structured induction when they commence employment including training, shadowing, and introductory visits to people with more complex needs.

The provider's oversight and governance arrangements are robust. It is clear the management team are dedicated and passionate about the service, the staff, and the people they support. They engage commissioners, professionals, staff, and people in quality assurance processes through 6 monthly satisfaction surveys, groups at the service, and other events. Routine audits ensure any issues are identified and quickly actioned. The RI is routinely visible at the service and has excellent oversight of service delivery. The RI visits the service regularly and speaks to people and staff. Quality of care reviews completed every six months assess the services performance and identify areas where improvements can be made.

Services policies and procedures provide guidance to staff and ensure practice remains safe and effective. These are aligned with statutory and best practice guidance, kept under review and updated when necessary. Referrals are made to other agencies when appropriate and CIW

received the provider’s annual return as required. People, relatives, and other professionals feel confident they can raise any concerns.

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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