Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Community Interest Care

Neyland Community Hub, John Street Neyland, Milford Haven, SA73 1TH

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www.communityinterestcare.com

The inspection visits for this service took place between 11/12/2025 and 15/12/2025

Service Information:

Operated by:	Community Interest Care CIC
Care Type:	Domiciliary Support Service
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:

Community Interest Care is a domiciliary support service based in Pembrokeshire providing person centred care and support to people in their own homes in the Pembrokeshire, Carmarthenshire and Ceredigion area.

Wellbeing outcomes for people are excellent because the provider promotes independence and places a high emphasis on individual's choice and control over their lives. Where possible people are protected from abuse and neglect and care staff are aware of their safeguarding responsibilities. People feel respected and listened to and empowered to make choices on how their care is delivered.

Care staff are highly trained and motivated to providing the highest level of care and support. People are treated with kindness and compassion and are extremely happy with the care they receive. They have developed positive relationships with care staff and benefit from continuity of staff.

Leadership and management are exceptional and fosters a culture of inclusiveness, respect and transparency. Highly effective governance and oversight ensure high levels of quality care are maintained and drive continuous improvement. Care staff are meticulously recruited and feel exceptionally valued and supported.

Findings:

Well-being — Excellent

The provider fosters a culture of empowerment and actively involves people in decisions that affect them. Their choices and wishes are highly respected and they are supported to do the things that matter to them, having control over their lives. People are aware of their rights and are encouraged to remain independent through a proactive risk management approach. A carer told us, "*I like to ask questions, promote independence and deliver care in a dignified manner".* One person said *"They (carers) are very caring, respectful and do what I ask, I can't fault them".*

The service respects people's cultural and language preferences and is working towards providing the Welsh language 'active offer'. There are very few people receiving a service with Welsh as their first language and those that are Welsh speaking are happy to receive any correspondence in English. Some documents such as the Service User guide have been translated and the Responsible Individual (RI) will ensure personal plans are translated if required. The manager is fluent in Welsh and able to conduct an assessment through Welsh. Care staff are extremely considerate and respectful when supporting Welsh speakers and make every effort to learn the language enabling them to converse in the language of their choice. One carer proudly told us about their weekly 'homework' that one person arranges, supporting them to progress with learning the language.

People are given opportunities to be part of their local community and foster social connections. The provider's office is part of a community hub where people are encouraged to use the facilities that include a library, gym, keep fit classes and groups such as bingo, bridge, coffee mornings and table tennis. This has shown to have had a positive impact on people's well-being outcomes.

Family connections are supported with online technology and opportunities to keep in touch. Up to date information is shared with family members providing reassurance and comfort when they are unable to physically visit in person.

Care & Support — Excellent

People receive excellent quality care from highly qualified and experienced staff who support them to achieve their personal outcomes. The provider thoroughly assesses people's needs to ensure they can be met before agreeing to providing a service. Information is gathered from other health and social care professionals, people and/or their representatives during the initial assessment process. People are highly respected and involved in creating and reviewing their care plans with their wishes and preferences prioritised. Independence is promoted enabling people to remain living in their own home for as long as possible. The provider is creative in empowering people to identify and achieve health and well-being outcomes that may not have been previously considered.

Care plans are person centred and are reviewed regularly and/or as needs change. Reviews are undertaken with people and all those involved in their care planning to ensure they remain up to date and are relevant. Care staff easily access care records on handheld devices, one staff member said, "*All the information is there, you don't need to scroll*". A digital system is used enabling care staff to input information in real time and managers are kept informed of any change in needs that may require reviewing. Referrals for additional support are then completed in a timely manner. Family members can request access to care notes enabling them to know what care and support is being provided at any one time. This provides reassurance and a connection with family. There is continuity of care enabling people to build positive relationships with care staff.

Policies and procedures are in place to keep people safe and protected from harm and abuse. Staff are safely recruited, trained in safeguarding procedures and are aware of their personal responsibilities to report any concerns they have. They are confident that any concerns raised with the manager/RI would be taken seriously and acted upon. External agencies such as the Safeguarding team would be contacted by staff if necessary. People told us they feel safe and extremely well supported by staff. There is a culture of openness and reflective practice and where improvements are required the provider will work with staff to improve practice and deliver the best possible care and support to people.

People told us they are very happy with the care and support they receive and describe the care staff as, "*Excellent, ten out of ten*", "*Absolutely wonderful*" and *"like part of the family, I couldn't fault one of them*".

Overall, care staff arrive on time, however if they are running late they will let people know. Call runs are arranged to ensure there is sufficient time to travel between calls. Staff will confidently discuss with the team leader or manager if they feel more, or less time is required on any call and the level of support required will be reviewed.

Leadership & Management — Excellent

People achieve positive outcomes because the service has highly effective governance and oversight to ensure high quality care is delivered within a culture that is supportive, inclusive and respectful. The RI, manager and deputy manager are visible and accessible and promote a clear vision of the service, inspiring and motivating the staff team to provide care of a very high standard. A staff member said, "*You feel heard, you're not 'just the staff, they are very person centred and genuinely concerned about you*".

Highly organised and effective quality checks and audits and regularly undertaken which drives continuous improvements. People's voices and feedback are valued. Quality of care questionnaires are used to ensure people, staff and stakeholders' views are routinely sought and acted upon to ensure high standards of care are maintained. The RI also completes formal routine visits which involves speaking directly with staff, people and their representatives. Feedback received contributes to the six-monthly care quality report and areas for improvement and development are identified with good practice highlighted and recognised.

Care staff are meticulously and safely recruited through a robust selection and vetting process, ensuring they hold the required qualifications, experience and are of suitable character to undertake their role. People we spoke with described the care staff as "*wonderful*" and "*respectful*".

Staff are registered appropriately with professional bodies and routinely vetted to ensure they remain suitably fit and trustworthy to work in the service. Staff receive a comprehensive induction and shadow more experienced staff until they feel confident to work independently. Mandatory training is provided and staff are supported to ensure training remains up to date and relevant. Staff we spoke with are extremely motivated and driven to undertake additional training and are encouraged and supported by the manager and RI to do so. Opportunities for staff to progress and further their career are provided within the service and there is a very strong commitment to fostering a development of leadership skills at all levels. One staff member said, "*I have worked my way up from carer and could follow my career elsewhere, but I won't as it's a beautiful environment here".*

The support offered to staff by the management team is exemplary and they feel extremely valued, respected and appreciated. One staff member said, "*X, (the RI) has exceeded my expectations, they pay my wages but go beyond that. Happy staff mean happy clients".* Staff receive their rota in advance and their preferences are considered. A staff member said, "*We were asked if we want to work Christmas day or not*" and another told us how their working hours and location of calls are arranged to fit in around their home and family life. Travel time is allocated and staff receive a paid break during the morning calls. A sponsorship agreement enables overseas workers to be employed by the service and support is provided to help them to settle in the country. This includes financial support if required. The exceptional level of support and genuine care and compassion shown to staff results in excellent staff retention and a team that are driven to deliver high

standards of care.