Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Crew Dom Care

Atlantic House, Greenwood Close, Cardiff, CF23 8RD

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www.carecrew.uk

The inspection visit took place on 01/09/2026

Service Information:

Operated by:	Care Crew Limited
Care Type:	Domiciliary Support Service
Provision for:	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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Care Crew is a domiciliary care provider operating across the Gwent region. The service provides support to people living within their own homes.

We rated Well-being as Good. The service places a strong emphasis on person-centred care, ensuring people are involved in decisions about their support and that care reflects their preferences, routines, histories and personal outcomes. People benefit from support provided by staff who know them well and who promote dignity, respect and independence.

We rated Care and Support as Good. Care planning is detailed and outcome-focused, helping people maintain control over their daily lives and achieve what matters to them. People receive care that is tailored to their individual needs, with clear guidance available to support staff providing consistent and effective care. Feedback from people and their relatives is positive, particularly regarding the kindness, reliability and approachability of staff.

We rated Leadership and Management as Good. Effective systems are in place to monitor care delivery, oversee quality and support continuous improvement. Despite periods of organisational change, leaders maintain oversight of the service and continue to support positive outcomes for people through governance, staff development and quality assurance processes.

Findings:

Well-being — Good

People are supported to achieve positive outcomes and maintain control over decisions affecting their lives. Care planning reflects what matters to people and demonstrates a commitment to promoting independence, choice and personal well-being. Personal outcomes are clearly recorded and people are supported to maintain meaningful activities, relationships and independence.

Care staff know people well and understand their individual preferences, histories and aspirations. Care records contain detailed social histories, helping staff develop meaningful relationships and deliver support in ways that are important to the individual. Care planning reflects people's cultural identities, spiritual beliefs and lifestyle preferences. This includes detailed information about culturally appropriate food choices, personal interests and routines that contribute positively to emotional well-being.

Feedback from people and their relatives is consistently positive. They describe care staff as caring, respectful and patient and tell us they value the continuity provided by a regular team of care workers. People describe care staff as *“Very nice"* and *“Ever so good"* and value the caring relationships they have developed with their regular carers. People benefit from care staff who take time to engage with them socially and build positive relationships rather than focusing solely on task completion. This supports trust, familiarity and a positive care experience.

Independence is promoted wherever possible. Care records consistently encourage people to remain involved in their daily routines and undertake tasks for themselves where safe to do so. Care planning adopts a strengths-based approach and supports people to maintain control over decisions affecting their lives whilst receiving the assistance they require.

The service recognises and promotes the Welsh language and culture in line with the Active Offer. Care staff are encouraged to develop their Welsh language skills, and a range of information and documents is available in Welsh, supporting people to communicate in their preferred language.

Overall, people experience care which is kind, person centred and focused on achieving positive outcomes. They are supported to maintain their well-being, independence and quality of life by care staff who understand what is important to them.

Care & Support — Good

People receive care and support that is tailored to their individual needs and personal outcomes. Comprehensive pre-assessments provide a thorough understanding of people's needs and preferences before care begins. Personal plans are personalised, regularly reviewed and updated when people's circumstances change, helping to ensure support remains responsive and relevant. People and, where appropriate, their representatives are involved in planning and reviewing care arrangements, supporting a collaborative approach to care delivery.

Care records demonstrate a strong commitment to person-centred care. Plans capture information about people's backgrounds, interests, relationships, daily routines and aspirations, enabling care staff to provide consistent support that reflects what matters to the person. Outcome-focused planning supports people to engage in meaningful activities and maintain social connections and valued routines whilst promoting their rights, independence and choice. Detailed social histories help staff understand people as individuals and support the development of positive, trusting relationships.

Risk assessments identify potential risks and provide proportionate guidance to support people safely whilst avoiding unnecessary restrictions. Risks associated with mobility, transfers, pressure care and health conditions are appropriately assessed and monitored. Care staff are provided with detailed instructions regarding moving and handling requirements and individual support needs. Risk management arrangements balance safety with independence, ensuring people are supported to make choices and maintain control over their daily lives wherever possible.

Care staff work effectively with a range of health and social care professionals, including GPs, district nurses, physiotherapists, occupational therapists, podiatry services and pharmacies. This supports a joined-up approach to meeting people's health and well-being needs. Records demonstrate that professional advice is incorporated into care planning and support arrangements, helping to ensure care remains appropriate and responsive to changes in people's needs.

Call monitoring arrangements help ensure visits are delivered as planned and provide oversight of punctuality and service delivery. People benefit from receiving support from a consistent team of care staff who know them well and understand their preferences. Detailed care records support communication between staff and demonstrate ongoing monitoring of people's well-being. The service continues to review and update support arrangements when needs change, helping to maintain continuity and consistency of care.

Overall, people receive safe and personalised care from staff who understand their needs and are supported by detailed guidance, effective communication and robust care planning arrangements. Care is delivered in a way that promotes dignity, independence and positive outcomes for people.

Leadership & Management — Good

The service benefits from leaders who demonstrate a commitment to delivering person-centred care and supporting positive outcomes for people. Leaders maintain oversight of service delivery and promote a culture focused on quality, continuous improvement and accountability.

Quality assurance arrangements support the ongoing monitoring and development of the service. A range of audits, reviews and governance processes are in place to monitor performance, identify trends and assess the quality of care provided. The Responsible Individual visits people using the service to obtain feedback and completes quality of care reviews every six months. Leaders undertake medication audits and care monitoring systems provide information to evaluate the effectiveness of the service and identify opportunities for improvement. Where improvements are identified, action plans are developed and reviewed to support progress.

Leaders actively seek and value feedback from people, relatives, staff and professionals and use this information to inform service development. People and relatives report positive experiences of the service and describe staff as approachable, caring and responsive. Systems are in place to respond to concerns, complaints and compliments and the service uses learning to strengthen practice and service delivery.

Care staff receive regular supervision, appraisal and competency monitoring to support them in their roles. A comprehensive training programme is available covering both mandatory and specialist subjects, including safeguarding, medication management, dementia care, mental health, end-of-life care, dysphagia and catheter care. Care staff are encouraged to undertake recognised qualifications and additional learning opportunities to develop their knowledge, skills and confidence.

Recruitment processes support the employment of suitable care staff and appropriate checks are completed before staff commence work. Workforce arrangements promote continuity of care and help ensure people receive support from staff who know them well. Leaders maintain regular communication with staff and promote a positive working culture through ongoing engagement, support and recognition of good practice.

Overall, leadership and management arrangements provide effective oversight of the service and support the delivery of safe, consistent and person-centred care. The provider demonstrates a commitment to learning, quality improvement and achieving positive outcomes for people.

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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