Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Home Address Ltd

7 Vergam Terrace, Fishguard, SA65 9DD

01348874056

The inspection visit took place on 10/03/2026

Service Information:

Operated by:	Home Address Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

This is a small domiciliary care service with its office in Fishguard. It offers support to people in their own home or in the local area, depending on the needs and wishes of the person receiving the service.

Wellbeing is rated as good because people receive a service that is reliable, from care workers who are friendly and helpful.

Care and support is rated as good because there is strong confidence in the service with people speaking very highly of care workers. Personal plans, together with the knowledge care workers have mean support is person centred.

Leadership and management is rated as good because the team is effectively led by an experienced and well-respected manager together with an involved and dedicated RI who has a focus on quality

Findings:



Well-being — Good

People live healthily and, as far as possible, with control over their lives. The provider offers support to people both in their homes and in the wider community, depending on their wishes and their support plan.

Currently the service is not providing care but the aim is for the service to grow to offer care and support packages with several referrals currently being considered.

The relationships people have with those supporting them is good with people speaking fondly of the care team. Care workers know people well, knowing who and what is important to them. Duty rotas are written in a way that means visits take place as agreed and care workers are not rushed. There is a good level of consistency of care workers with people able to spend time building a rapport with individual care workers.

People are safe and protected from abuse and neglect because care workers have a good understanding of their safeguarding responsibilities and are confident the manager would take the steps needed to make sure people are safeguarded.

There are opportunities for people to do things that matter to them. This includes having their support at home and also spending time in the local area.

Care & Support — Good

People receive the support they need and both they, and their representatives are wholly satisfied with the quality of the service, describing the care workers as "*wonderful… I can't fault them".*

Currently, people are receiving support from the service in the form of company at home as well as confidence building opportunities to do things they enjoy in the local community. There are plans to grow the service and to offer care as well as support.

Personal plans are informative and daily records are detailed, demonstrating a high level of engagement. People look forward to the visits and describe the service as reliable. No visits have been missed and the service makes efforts to be as flexible as possible to accommodate people's needs and wishes.

There is good evidence people can do things that are important to them. This includes shopping, going to the gym or chatting at home.

Leadership & Management — Good

The responsible individual (RI) has good oversight of the service. He visits the office regularly and the staff team find him to be approachable and supportive. He set the values of the service which focus on person centred care and support and these are embedded into practice. The RI and manager work well together. The quality reports are comprehensive and reflective, setting out what is working well and where improvements are needed.

The team is led by an experienced manager who is well regarded. Care workers are able to raise any ideas or concerns and are confident of getting a timely and constructive response. They describe the manager as "*amazing"* and spoke positively about the support they receive to enable them to fulfil their role.

People are supported by knowledgeable and motivated staff who have built up healthy and supportive relationships with them. Care workers complete a range of training which they feel equips them to safely and effective carry out their duties. There are some gaps in the training records and to rectify this, care workers have dedicated time in the workplace to complete any outstanding training. Some care workers are doing additional qualifications and this is supported by the manager. Supervision is generally up to date and care workers are confident of getting constructive feedback on their work to help them in their professional development. Care workers are appropriately registered with Social Care Wales, the regulatory body.

Duty rotas are written to make sure staff are on duty resulting in no missed appointments.

Care workers are appointed following a safe and robust recruitment process. Staff files are well organised, easy to navigate and contain the information needed, including references, security checks and evidence of a period of induction.

People are safe and protected from abuse, harm and neglect. This is because all staff have completed training in safeguarding and there is a comprehensive policy to be used as a resource. Care workers know the actions they are required to take if they suspect an individual is at risk and are confident their manager would take any concerns raised seriously and report them in the correct way.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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