Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cynefin Care Ltd

12 Fram Enterprise Centre, Parc Busnes Edwards, Pontyclun, CF72 8QZ

03300436467

Date(s) of inspection visit(s):

17/06/2025

Service Information:

Operated by:	Cynefin Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

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

Summary:

Cynefin Care Ltd provide support including personal care to people in their own homes. They operate in the Gwent area of South Wales. The Responsible Individual (RI) is an active presence within the service and is supported by the introduction of a Service manager to support in the managerial functions. The service is rated as good for well-being because the service identifies things that are important to people and support them to work towards these goals. The care and support rating is good because people have personalised plans which guide care workers how people want to be supported. Leadership and management rating is good because there is good oversight of the service by the manager and RI, although the service must ensure all care workers receive supervision regularly. This is an area for improvement. People told us they are happy with the care they receive from this service.

Findings:

Well-being — Good

People have control over their lives as much as they are able to. Care workers support and encourage people to complete as many tasks as independently as they are able to and step in when needed. Care workers are informed how to support people in ways they feel comfortable with. People's personal plans contain their voice, and sets out their life history, as well as the things that are important to them. Personal plans include the well-being goals people would like to achieve. People have been supported to work towards and achieve the things important to them. People are supported by regular and familiar care workers. Due to this, people form positive relationships with care workers. This also helps care workers to recognise changes to people's usual presentation to ensure to promote their health and well-being. People's well-being is supported by this service, and steps are taken by care workers to support them to achieve their goals. People and their families told us they are happy with the care and support they, or their family member, receives.

There are robust risk assessment processes in place. The assessments consider risks people may face when completing activities or tasks and what can be done to lower or mitigate these risks. The measures help keep people safe. Risk assessments completed for care workers, ensure care workers safety as they go about their work. Risk assessments are reviewed regularly and when situations change.

Referrals are made to external agencies when required. This protects people health and safety and promotes their well-being. Evidence of liaison with occupational therapy services, social workers, district nurses and social workers was observed during inspection. The service is working towards and encouraging the use of Welsh phrases when possible. Some documentation is available by request in Welsh.

Care & Support — Good

People's care and support needs are set out in detailed personal plans. These plans are made in partnership with people and their families and also includes information from the local authority. Personal plans set out what people can do for themselves and how care workers can support people. Personal plans contain people's social history and include likes dislikes and preferences. People are supported to complete tasks as independently as possible, and care workers know when to intervene to provide extra support. Personal plans includes specific information about people's preferred routines and any specific items that are required for each task needed in a call. Care workers access information for each person they support via an electronic app on their mobile phones. Each care call lists the tasks to be undertaken during the visit for the care worker to mark when completed. People and their families are involved in the development of their personal plans, and family comments noted. People's families can access the same electronic app care workers use to have sight of care interventions provided to their relatives.

People's personal plans are reviewed regularly, and reviews include family where appropriate. There are appropriate systems in place to oversee and monitor medication administration including audits of Medication Administration Records (MAR) charts. A review and analysis of the time care workers arrive at their calls show most people receive their care close to the time they are scheduled. People are happy with the care they receive from the service. People told us care workers "*Are excellent*," the service is flexible if anything needs to change. People told us care workers arrive when they are expected. People and their families told us they are notified of any changes and families told us they are updated of any issues connected to their relative's health and well-being.

There are good processes in place around infection prevention and control. Care workers complete training in this area and collect supplies of Personal Protective Equipment (PPE) when required. There are robust procedures regarding safeguarding. This includes a detailed policy which outlines legislation as well as local procedures. There is good oversight by the manager of safeguarding issues, and appropriate actions are taken when needed. Care workers receive training regarding safeguarding and are aware of their roles and responsibilities to keep people safe.

Leadership & Management — Good

There are processes in place to ensure safe recruitment of new care workers to the service. References are sought, and a Disclosure and Barring Service (DBS) check is completed for all care workers. Care workers undergo a robust induction which includes mandatory training and shadowing experienced care workers before commencing any work independently. There are high levels of training compliance among the care staff team, so people can be assured care workers are trained in all aspects of their caring roles. Care workers are supported to pursue formal qualifications suitable for their roles and are supported within their career development. Care workers are encouraged to register with Social Care Wales the workforce regulator. Care workers receive supervision sessions with a manager or supervisor. The sessions are meaningful and have a focus on the well-being of care workers as well as providing a space to discuss performance and work-based issues. However, supervision doesn't take place as regularly as noted in the policy. This is an area for improvement, and we expect the provider to take action. All staff receive an annual appraisal.

There are processes in place to manage complaints received by the service. Oversight by the manager and Responsible Individual (RI) ensures robust responses and actions are taken when appropriate. Compliments are shared with care workers when received via the electronic system. Accidents and incidents are recorded and lessons learnt bring about changes as required. The RI is compliant in their regulatory visits, and actions taken to respond to feedback are received. The RI has set out how they intend to improve their Quality-of-Care reports to reflect action plans for the service.

Care workers told us there is "*Good training*" provided, and that 'office staff' are helpful. Care workers told us it is important to get to know people and their routines when supporting them. The RI and manager ensure opportunities to meet with care workers in the area by holding regular 'drop-in's' in a local community facility. Team meetings take place to support information sharing. Care workers have the opportunity to share anonymous feedback at the end of each shift. Managers can act on this feedback to address any issues as they are allowing managers the opportunity to address issues as they arise.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Staff do not always receive supervision as regularly as required by the regulations.	17/06/25

CIW has not issued any Priority action notices following this inspection.

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