Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gofal Angel Care

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www.gofalangelcare.co.uk

Date(s) of inspection visit(s):

12/06/2025

Service Information:

Operated by:	Gofal Angel Care Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

Gogal Angel Care is a domiciliary support service providing support which enables individuals to stay in their own home, maintain their independence and access the community. They offer a range of services from personal care, companionship, complex care and night care.

There is a team of highly motivated managers who are passionate about providing a service which maximises people's potential. Managers lead with confidence, by example and instil a culture of openness and positivity. The service has gradually and successfully built a core team of staff with a good mix of skills and experience. Staff feel part of a strong, close-knit, driven team that shares similar values.

Staff are robustly recruited, trained and extremely supported and well thought of. The Responsible Individual (RI) closely monitors standards, ensuring people's voices are heard and respected. People experience a genuinely person-centred service. Managers put people's needs and wishes at the forefront of any decision-making and go above and beyond to help people. People are supported to lead an independent lifestyle where they can pursue their interests and build social connections.

Findings:

Well-being — Excellent

Systems are in place to help protect people from harm. People are supported by care staff who have been through rigorous recruitment and training. Detailed risk assessments and personal plans outline how care staff manage risks to people's safety and well-being. Staff are also guided by clear and up-to-date policies and procedures. People know how to report concerns and give feedback. Staff are clear about their safeguarding responsibilities. They have completed safeguarding training and are given regular opportunities to discuss safeguarding procedures. A relative told us *"The care and support is excellent"* a staff member said*, "staff are valued and listed too"* and another staff member said*, "the care and support we provide is outstanding" "It is such a well-run company, and the staff and clients wellbeing reflects this".* The management team and RI closely monitor the quality of the service to ensure high standards are maintained. One compliment from an external professional read, "W*ent above and beyond to be accommodating and flexible in outcome focussed ways. Communication with Gofal Angel was exceptional. They always delivered person centred care and ensured everything that was done was in xxx best interest".*

People enjoy an active social life. Care staff encourage people to pursue their hobbies and interests, which are clearly reflected within personal plans. Care staff offer reassurance and celebrate people's achievements, which helps build their confidence. People have opportunities to socialise and maintain existing relationships in a safe, positive way. They enjoy spending time with their care staff, who are friendly, professional and will carry out additional helpful tasks such as a quick hoover around or put a wash on to help out. Compliments the service has receive include "*the care has changed everything. The carers are friends and doesn't want to lose them*" and *"Gofal Angel is the best. You have built an amazing team. X is fantastic, all the team are. They go over and above and really do make a difference to X's life. X looks forward to them coming" and "*Gofal Angels are exactly that, caring angels in your time of need."

People help shape the service they receive as managers prioritise their views, needs and wishes. People consistently receive an exceptionally high standard of care and support which enhances their emotional and physical well-being. Care staff have an excellent understanding of who people are. The staff team works in partnership with professionals to ensure people receive the best possible support. People have access to medical and specialist services to promote their health and well-being. Some of the many compliments the service has received from professionals include "*This professionalism and empathy, are underpinned by a strong work ethic, ensure that all individuals care needs are met*" and "*I have found them to be an exceptional care agency who offer an extremely high standard of care. Communication has always been excellent".*

Care & Support — Excellent

People receive high quality care and support. The service focuses on people's strengths and finds innovative ways to help them flourish. Care staff help people maintain safe, positive relationships, so they can enjoy socialising with family and friends. Relatives told us they feel at ease during visits and have observed people becoming more engaged and enthused. Care staff recognise what people can do for themselves, which is reflected within personal plans. Care staff use the right support strategies with a caring approach to help people succeed and experience a sense of accomplishment. A relative told us, *"The staff are really great, and X loves them coming"* and another said *"An amazing team- we are so fortunate to have them. The support has been life changing"* and *"They have gone over and above, even the managers come out do care which is great".* Staff are currently supporting one person's goals and aspirations with the support plan from the Physiotherapist in helping the person build up strength so they can continue to go out into the community do things that are important to them.

The service develops detailed personal plans which provide a clear picture of who people are and what they want to achieve from their care and support. Personal plans account for any existing plans completed by health and social care professionals. They include details regarding people's preferred routines and pastimes, which assists care workers in providing person-centred support. People are regularly consulted about the care they receive during initial courtesy calls and regular quality checks. Records show people are very satisfied with the service. If needed, personal plans are updated following reviews.

Staff have an excellent understanding of who people are. They support people confidently and with dignity and respect. They actively listen to people and help them progress by offering well-timed praise and reassurance. All staff will have their Welsh language assessed to ensure they are able to provide care through the medium of Welsh. Documentation such as personal plans, statement of purpose, newsletters and staff handbooks are available in Welsh. The provider is committed in ensuring people receive care in the language of their choice. Care staff maintain detailed records of the care and support they provide. The electronic record-keeping system includes a list of activities they must complete during calls, so nothing gets missed. Electronic records confirm people consistently receive their prescribed medicines. One person said, *"The staff are friendly and helpful, and they always speak highly of the company which speaks volumes*".

People receive a consistent, reliable service. An electronic call monitoring system demonstrates calls are consistently delivered as planned. There is an alert feature which means office staff can follow up on any late calls, records show there are none. Care staff told us their rotas are well organised overall and include enough time to travel between calls. People's requests for changes to their call arrangements are accommodated as far as possible.

Leadership & Management — Excellent

The RI supervises the management of the service very closely and plays an active role in the day-to-day operations. Monthly audits are undertaken to check managers are following policy and procedure correctly. Staff views are sought and are involved in reviewing and developing procedures. The RI often speaks with staff and people using the service and completes six-monthly quality of care reviews. The RI and management routinely visit people and provide hands on care and to check they are satisfied with the service. Surveys are also carried out to gauge how well the service is performing. These quality assurance checks identify and drive forward service improvements, so people continue to have the best possible experiences. The service has a clear policy for dealing with complaints and management stated there are none. Managers are proactive and also keep staff, relatives and professionals updated about people's well-being.

Staff are well prepared for their roles. Managers ensure enough staff are employed before accepting new packages of care and clients are involved in the recruitment process. Staff are appropriately recruited and vetted. Managers support them to register with Social Care Wales and work in line with their code of practice. New staff are given ample opportunities to shadow experienced staff and build relationships with the people they support. They receive a good range of training and feel motivated to develop and progress in their roles. One staff member said, *"staff have the opportunity to progress if they wanted to"*. Staff regularly meet with managers to reflect on their performance.

We found positivity and passion is embedded throughout the service. The RI and management are passionate about going the extra mile for people. Staff told us *"We are all a team, and you feel that from the management down", "The team is so strong and communicate very well with each other", "The team and care services they provide are outstanding"* and *"The company genuinely cares for people they support".* Bilingual newsletters include important information and updates which are shared on their social media webpage. Since starting at the service, one staff member has reflected *"I love working for Gofal Angel Care, I am glad I chose this company to work for".*

Staff receive an exceptional level of support from managers which makes them feel truly valued and care about staff's personal well-being. One staff member said, "*There is always an open door and made to feel welcome. They take into account personal life and will bend over backwards if you've got a request*" and "*The support you receive is just amazing and work life balance is like nowhere else I've worked*". Staffing rotas are carefully designed to give staff a good work-life balance. They receive a bouquet of flowers when they reach twelve months service along with a card to thank them for their commitment, care and compassion. Also, staff receive a birthday card and gifts at Christmas and Easter to show how appreciated they are. There is the use of e-bike and company car if needed. Staff meetings have been held in social settings, which provide a relaxed atmosphere for staff to share their views and receive updates.



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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