Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Crwban Care and Support Ltd

Evans Murdoch & Co Accountants, 26-27, Park Street, Pontypridd, CF37 1SN

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https://www.crwbancareandsupport.co.uk/

The inspection visit took place on 10/02/2026

Service Information:

Operated by:	Crwban Care and Support Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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:

Crwban Care and Support Limited is a domiciliary service that provides care and support to people within a supported living service.

The service consistently delivers excellent wellbeing outcomes by placing people firmly at the heart of everything it does. Care staff build warm, trusting relationships and actively listen to individuals' wishes, ensuring that support promotes independence, dignity, and a strong sense of belonging. The team provides excellent care and support, responding quickly to people's changing needs and working collaboratively with families and professionals to achieve the best possible experiences. Leadership and management is exceptionally strong. Management set clear expectations, model positive values, and maintain an open, supportive culture where staff feel confident and empowered. They use robust systems to maintain excellent oversight of the service, regularly reviewing performance and ensuring that practice remains safe, effective, and person-centred. The provider continually looks for ways to improve the service, demonstrating a genuine commitment to enhancing the lives of the people they support. Improvements are planned thoughtfully and implemented with clear benefits in mind. Personal planning is very good, with staff developing person-centred plans that reflect each individual's goals, preferences, and aspirations. As a result, people experience consistent, meaningful support that enriches their daily lives.

Findings:

Well-being — Excellent

People receive care that consistently upholds their dignity and treats them with genuine respect. Care staff actively encourage individuals to aim high and develop as much independence as possible. They use a thoughtful and sensitive approach that gives people the confidence to progress at a pace that feels right for them. As a result, individuals continue to achieve and maintain their personal goals. Staff apply their strong training and practice knowledge to understand people's needs well, forming warm and positive relationships. Feedback from individuals and their representatives is consistently complimentary. Relatives told us, "*We have been extremely impressed with Crwban right from the outset*", "*They have responded to any issues or anxieties that we have had and I feel very confident that they know and understand X*" and "*They are amazing, I have a lot of time for them, they want the best for people*".

People receive excellent support to maintain and improve their health, with staff ensuring they access the right care at the right time. Health and support needs are reviewed regularly, and personal plans are updated promptly whenever changes occur. The service works proactively and collaboratively with health and social care professionals, escalating concerns quickly and acting on their guidance without delay to enhance care planning. Staff are appropriately trained and competent ensuring people receive their prescribed medication safely, accurately, and in line with local procedures, promoting the best possible health outcomes.

People experience genuine choice and control over their daily lives wherever possible. Individuals and, where relevant, their advocates take an active role in the planning and reviewing of their care. Personal plans reflect people's preferences, routines and goals, ensuring staff deliver tailored, person-centred support. Care workers promote independence by encouraging individuals to develop skills that strengthen their autonomy and confidence. People follow personal routines and take part in activities they choose, both within the service and in the wider community. The Responsible Individual (RI) also seeks people's views directly, using their feedback to support continuous improvement.

The service prioritises people's safety and well-being. Comprehensive risk assessments and management plans help reduce risks to individuals' health and safety. A clear safeguarding policy guides staff practice, and care staff receive relevant training so they can recognise and report concerns appropriately. Staff told us they understand their safeguarding responsibilities and feel confident raising issues. Regular supervision gives them space to discuss any worries and reflect on practice. Additional policies, including those relating to medication, whistleblowing and positive behaviour support, are up to date and underpin safe, effective care.

Care & Support — Excellent

People benefit from a consistently high standard of care and support. The service place individuals' needs and preferences at the centre of all planning, ensuring the care they deliver is genuinely person centred. Before someone moves into the service, managers complete a thorough pre-admission assessment that considers compatibility and the possible impact on people already receiving support. When we reviewed electronic care records, we saw clear, current information that enables staff to anticipate needs and provide proactive support. If someone has a complex condition or requires specialist input, the service arranges tailored training so care workers have the skills and confidence to meet those needs effectively.

Care staff work with individuals and their representatives to develop personal plans. These plans set out the person's desired outcomes and provide care workers with detailed guidance on how to deliver safe, effective support. Comprehensive risk assessments identify potential vulnerabilities and include clear management strategies that help staff maintain people's safety. Monthly reviews take place to ensure all care and support given and risk assessments remain appropriate and safe. A social worker told us, "*They have always demonstrated commitment and dedication in developing and supporting X's personal outcomes. They were involved in a very detailed transition plan at the start and were keen to engage with all professionals involved in X's support planning*".

People who require help with medication receive a high level of structured support. The service creates robust medication plans and risk assessments that outline each person's medication regime in detail. A well-designed medication policy aligns with best-practice guidelines, and staff complete relevant training before they administer any medicines. Managers carry out regular spot checks to assess competence and undertake routine medication audits to identify and resolve any issues quickly. A medical professional told us "*The individual's needs are being met effectively, and staff actively promote their health, emotional wellbeing, and quality of life. There is evidence of consistent support that enhances the individual's day-to-day experiences and contributes positively to their overall wellbeing*".

Safeguarding arrangements within the service are strong and clearly embedded. The safeguarding policy reflects the Wales Safeguarding Procedures, and staff demonstrate a firm understanding of how to recognise and report concerns. Care workers complete safeguarding training and told us they feel confident raising issues with the manager or Responsible Individual (RI). They also said they trust management and that any concerns will be taken seriously.

Leadership & Management — Excellent

The service benefits from a strong and committed management team that leads with clarity, consistency and purpose. They maintain highly effective governance arrangements to ensure people receive high-quality care at all times. Clear values shape the culture of the service, and staff apply these values in their daily work, providing professional and compassionate support. The RI remains visible within the service, offers ongoing guidance, and contributes actively in day-to-day operations. The manager brings enthusiasm to the role and has built excellent relationships with care staff, who spoke positively about the support they receive. Care staff consistently told us they feel valued, respected, and able to approach management with any concerns. Regular team meetings strengthen communication and reinforce a shared understanding among staff. We were told, "*It's a supportive workplace with strong management (one of the best management I've ever worked with), good communication, and a positive person-centred culture*."

Recruitment arrangements are thorough and ensure the service appoints care staff with the right skills and character for the role. Electronic personnel files showed all essential pre-employment checks are completed before staff start working. New staff complete a structured induction aligned with the All-Wales Induction Framework, followed by a probation period that assesses their competence. Managers also provide shadowing opportunities so new care workers can build confidence and learn alongside experienced colleagues.

The service places an extremely strong emphasis on staff training and ongoing development. Care staff take part in a wide-ranging training programme tailored to the needs of the people they support, and the service remains fully compliant with its training requirements. Care staff report they are satisfied with the training and value the regular supervision they receive. One said, "*Regular supervision and appraisals are provided, which helps with professional development and ongoing support*." Policies covering safeguarding, whistleblowing, complaints and medication are current and guide care staff to work safely and professionally. They also receive monthly supervision and annual appraisals to support their continued development. Another staff member commented, "*I would recommend working for Crwban Care and Support Limited. It is a supportive organisation that values staff, provides good training, and maintains high standards of care.*"

Robust quality assurance processes help the service maintain excellent standards. Documentation shows that the RI and manager have strong oversight, supported by formal quarterly visits and six-monthly quality-of-care reports. People and their representatives also have regular opportunities to share feedback and contribute to ongoing improvements. The provider strives to continually develop and improve the service for the benefit of the people they support.

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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