Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Cariad Care Group Cardiff and Vale

Cariad Care Group
Unit 2 Charterhouse Links Business Park
Fortran Road
Cardiff
CF3 0LT

Date Inspection Completed

10/03/2025

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About Cariad Care Group Cardiff and Vale

Type of care provided	Domiciliary Support Service
Registered Provider	Cariad Care Group LTD
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	27 September 2024
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

We inspected the service on 10 March 2025 to consider the priority action notices which were issued at the last inspection. We found that the service provider has made significant progress in all areas to secure the necessary improvements and fully meet the priority action notices. It is crucial that these improvements are embedded moving forward.

People actively participate in planning their care and support, and their views are considered. Regular reviews ensure that people's voices are heard, and care information is person centred and kept up to date. People receive the right medication at the right time. Staff are well-trained to understand the needs and conditions of those they support. Most people are satisfied with the service they receive. The service has rescheduled calls to enhance continuity of care for people and ensure stability for staff. People, their relatives, and care staff confidently raise concerns, knowing these will be addressed. Auditing arrangements have improved to identify patterns and trends for prompt action, although some areas are still being developed. The Responsible Individual (RI) maintains good oversight through regular visits, involvement, and detailed reports to evaluate the quality and safety of the service. The manager feels well supported by the RI.

Well-being

The service actively involves people in planning their care and support, ensuring they live healthily and safely with control over their lives. Staff take the time to understand what's important to individuals and develop past life histories to gain better insight. Advocacy services are arranged upon request. Regular reviews keep care information person-centred and up to date, ensuring that people's voices are consistently heard and respected. Staff are well-trained to understand the needs and conditions of those they support. The service has developed further training for staff around Welsh culture and cooking skills. People receive the right medication at the right time. Information is available to describe what people can expect from the service, helping them make an informed choice about its suitability. The RI regularly consults with people to evaluate the quality and safety of the service. The service communicates the outcomes, making people feel their views are valued and highlighting what's working well and areas for improvement.

People are safe and protected from abuse and neglect. Staff receive regular training in key areas to understand the importance of identifying and reporting safeguarding and safety issues. Accidents and incidents are promptly reported and thoroughly investigated. The service audits this information to identify patterns and trends, ensuring lessons are learned. The service assesses people's home environment to ensure there are no hazards, allowing care to be provided safely. Care calls are scheduled to ensure staff receive travel time between calls, so people do not feel rushed. The service clusters calls whenever possible to provide the same care staff, maintaining continuity of care. People told us *"Carers are reliable and are definitely more caring".* A relative told us *"They have made it possible for my Mum to live a contented and safe life in the home she loves."* The RI maintains good oversight through regular visits, involvement, and detailed reports to evaluate the quality and safety of the service.

Care and Support

Most people described the service as excellent and would recommend it to others. One person commented, *“It’s a caring and professional standard of service all around.”* We found that people receive consistent care staff as much as possible, fostering a good rapport, which they greatly appreciate. Relatives shared, *“My mother feels the amazing care staff who come out are no less than angels*” and “*Cariad are caring people and show compassion.”*

People receive a statement of purpose document that accurately describes what they can expect from the service. This information is also available in an easy-to-read format. Advocacy services can be arranged upon request. Both people and care staff told us they consistently receive responses when they contact the office. The service responds appropriately to concerns and follows its complaints policy to explore possible solutions.

People receive the quality care and support they need to achieve their personal outcomes. Before accessing the service, they assess the person to ensure they can meet the individual's personal outcomes, and that staff have the necessary skills and training. The service seeks the person's views to understand their preferences and considers information from professionals already involved in their care. Recently, the service developed information about the person's past life, characteristics, and interests, helping staff get to know the person and what matters to them. Care and support plans are developed to guide staff on the assistance people require and any associated risks. Regular reviews ensure people can contribute, and plans are updated accordingly.

People can be assured that they receive the right medication at the right time. The medication policy has been recently reviewed in accordance with current guidance. Care staff are well-trained, and their competency is regularly assessed. Medication records show that people receive the correct medication as prescribed. Although there is oversight of medication, a formal auditing tool is being developed to closely monitor and identify patterns and trends for further improvement. The health needs of individuals are clearly identified, informing staff to provide tailored care. We noted that people are referred for appropriate care and treatment when there are changes in their health and well-being.

People are protected from harm and abuse. Staff receive regular training in key areas to understand the importance of identifying and reporting safeguarding and safety issues. Concerns about people's safeguarding matters are promptly reported, and the service provider takes immediate action. Accidents and incidents are reported and investigated. The service audits the information to identify patterns and trends for lessons learned. The service assesses people's home environment to ensure there are no hazards, allowing care to be provided safely.

Leadership and Management

People can be assured that there are effective arrangements in place to maintain oversight and ensure smooth operations and quality care. The RI regularly visits the service, seeking the views of people using the service and staff to make improvements. The management team recently sent feedback surveys to people and staff to gather their views. They are currently evaluating the feedback and intend to inform people of the outcomes to help shape the service. Robust arrangements are in place for the RI to formally evaluate the service's quality and safety, identifying areas for improvement and celebrating successes. Since the last inspection, the service provider has developed audits to analyse key care information and identify patterns and trends to promptly address any issues. This area is being actively worked upon and will be considered at the next inspection. There are now arrangements for the manager to receive supervision, which they value. People told us that when they contact the office, they are always helpful and responsive. With a few exceptions, people and their relatives were complimentary about the service, describing it as a *“1st class caring service provider.”*

People are beginning to receive a reliable service that meets their personal outcomes. Since the last inspection, the service has clustered calls to improve reliability and continuity of care staff. Additionally, staff now receive travel time between calls, ensuring that people do not feel rushed in their care. Call records indicate that people are mostly receiving the scheduled time, and staff only leave early after fully providing people with the support they need. The service provides breaks for staff if they are working long days. People mentioned that they mostly receive the agreed time for the calls, though this was not the case for everyone. The service provider assured us that they will continue to closely monitor call management to quickly identify and address any issues.

People receive support from staff who feel valued and supported. Since the last inspection, all staff have been given the opportunity for guaranteed contracted hours based on their availability. Which is regularly reviewed. Rotas show that staff receive their contracted hours, although this was not always the case for all sponsorship staff, which was immediately addressed by the provider. Care staff receive regular supervision and appraisals, ensuring they receive the necessary support and have opportunities to discuss their professional development. Spot checks are undertaken in the community to ensure staff practice meets the required standard. Staff receive regular core training, and since the last inspection, they have received specific training for people with health conditions. This assures that staff understand the needs and conditions of the people they support. A relative mentioned that some staff would benefit from meal preparation training, which the provider has already identified and has a plan in place for the coming months. The service values and supports care staff creating a positive working culture.

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A
8	The provider failed to have consistent, and effective monitoring systems in place to identify issues or areas where the service can be improved.	Achieved
34	The service provider failed to ensure that care staff are appropriately deployed which can lead to unreliable care. Care staff to receive consistent support and training to fully understand their role and the health needs of people	Achieved

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A
42	Care staff to receive the opportunity for no-guaranteed hours contacts and the choice of alternative contractual arrangement. Sponsored staff to receive a contractual agreement and working hours in accordance with the Home Office agreement. The service provider to allocate sufficient travel time between calls and allocated time for breaks when working long shifts.	Achieved

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