Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Guardian Angel Carers Cardiff

Millgrove House, Parc Ty Glas, Cardiff, CF14 5DU

02922409704

www.gacarers.co.uk/cardiff

Date(s) of inspection visit(s): The inspection visits for this service took place between 11/08/2025 and 27/08/2025

Service Information:

Operated by:	NICE TELEFONE CO LIMITED
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 service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:

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

Summary:

Guardian Angel Carers Cardiff has an office base in the Llanishen area of Cardiff. They provide domiciliary support, including live-in care, to adults living in their own homes in the Cardiff and Vale of Glamorgan areas.

Well-being is rated good as people feel reliably supported. They report their personal outcomes and expectations are met. People are treated with dignity and respect, by care staff who understand their needs and preferences. Satisfaction among people using the service is high.

Care and support are rated as good as people, and their relatives praise the high-quality care they receive. They value and appreciate the positive relationships they have from consistent, professional, familiar and friendly care staff.

Leadership and management require improvement to ensure effective governance in line with the organisations own statement of purpose and their policies & procedures. We expect the provider to make improvements in this area, and we will evaluate at the next inspection.

Findings:

Well-being — Good

People are supported to cultivate safe and healthy relationships as they have mutually respectful relationships with care staff. Care staff are kind and considerate in their approach to care, which puts people at ease and lifts their spirits. Whenever possible, the same care staff are assigned to support individuals, a practice intended to promote familiarity and continuity of care. A relative told us *"I cannot express how pleased we are with the all-around care from Guardian Angels. The regularity of the same carer who shows empathy and care is so important to us."*

Care staff demonstrate dignity and respect in their approach, helping people feel comfortable and safe enabling them to live independently in their own homes with the appropriate support. One person said *"Care staff are friendly and brilliant. They really take an interest in me. They are chatty and always follow my preferences and routine".*

People experience well-being because they have control over their lives, with their preferences and opinions recognised. They can access clear, written information outlining what they can expect from the service, helping them decide on its suitability. People and their representatives are actively involved in creating and reviewing personal plans and the decisions that affect them. One person said, *"They always meet my needs and always ask me what I want or how I want things".* Regular consultations about the service empower people to share their views and experiences, making them feel heard and valued.

People are safeguarded from abuse and neglect because there are systems in place to ensure any risks are promptly identified and addressed. Personal plans and risk assessments are in place and reviewed regularly. People feel safe with the care staff who visit them. Records indicate that concerns are responded to, ensuring prompt resolution and lessons learned. Safeguarding training is available to care staff, but only half have completed it. Care staff understand their responsibilities and how to report concerns about those they support. There are policies and procedures in place which are in line with guidance and legislation.

While the service does not yet support Welsh speakers or actively promote the Welsh language and culture, it is working towards providing an 'Active Offer' of the Welsh language. Efforts would be made to try and facilitate support through the medium of Welsh in the future if required.

Care & Support — Good

People receive good care and support which supports them to achieve their personal goals. They and their representatives report satisfaction with the service, which is effective and dependable. One person said, *"I am very content with them"* a relative said *"They are very accommodating nothing is too much for them".* Regular care staff provide consistent, professional care tailored to individual needs and preferences. Care workers stay for the full duration of a care call, sometimes even longer than the agreed time, if needed. However, some people report that call times are not consistently set each day, which affects them as they are not always sure what time someone will be with them.

The service provider assesses if the service can meet people's care and support needs. Pre-assessments are conducted in people's homes before the service starts to ensure that any risks and hazards are identified and mitigated. Care documentation is in place to help care staff understand the needs and preferences of people. These plans are crucial for guiding care staff in delivering desired outcomes, promoting independence and recognising any associated risks. Although people and their relatives actively participate in developing their personal plans some care records lack sufficient personalisation and detail whereas the majority were comprehensive. Regular reviews of personal plans are conducted with people to ensure their views are sought and changes are made to their care.

People's health and well-being are continuously monitored and promoted through effective communication with other professionals whenever changes occur. Prompt referrals are made and accurately documented. A professional told us they would recommend the service based on *"The managers ability to understand what and why modifications are needed to optimise the way support is delivered".* People told us care staff are quick to identify when there are changes in their presentations and always share concerns with their representatives. A relative said *"They really do notice any small changes and they always bring it to my attention, even if it's just a scratch or something".*

People are protected as much as possible from the risk of infection. An infection control policy is in place and training is available for care staff, but only a few have completed it. There are sufficient stocks of personal protective equipment (PPE) which is accessible. Regular spot checks by office staff ensure compliance and adherence to best practices. Discussions with care staff demonstrate their understanding of the importance of infection control procedures. People and their representatives told us care staff use personal protective equipment (PPE) diligently and ensure its safe disposal. These measures collectively keep people safe and significantly reduce the risk of spreading infections.

Leadership & Management Requires Improvement

People using the service, their representatives, and care staff expressed strong confidence in the leadership team. They are approachable, deeply committed and visible. Staff report excellent communication and teamwork between office and care staff. Comments from care staff include, *"It's a great care company to work for"*, *"The team all work together"* and *"I really enjoy working for them. There are lots of benefits". Management* fosters a culture of openness where staff, individuals and their relatives feel confident that any concerns will be promptly addressed. There is strong team unity and high job satisfaction among care staff, who are motivated to do a good job.

Governance and quality assurance needs strengthening to maintain sufficient oversight of key regulatory matters. Service wide audits are conducted, but we found they lack insight and depth of analysis to identify where the service needs to improve. Audit systems fail to identify failings relating to staff recruitment and staff support and development. The Responsible Individual (RI) conducts service visits and produces quality-of-care reviews. The systems in place have failed to test and evaluate practices. The provider is committed to resolving these issues. We expect the provider to make improvements in these areas.

The service provider's procedures for vetting and selecting new staff are not applied consistently. Additionally, they have not shown sufficient verification of care staff suitability before employment. Staff files were missing crucial documents including suitable references; current Disclosure Barring Service checks; exploring gaps in employment as part of safe recruitment processes. New staff undergo an induction which includes shadowing, and some core training. Care staff said they valued the opportunity to shadow experienced care workers to learn about people's routines and preferences. Competency checks (spot checks), to assess the abilities of new staff are not conducted in a timely manner. Care staff are registered with Social Care Wales, the workforce regulator, and the organisation supports staff with the registration fee.

The service values and supports staff well-being. Care staff report they are well-supported and valued in their roles, with ongoing training and support. People consistently describe care staff as knowledgeable and skilled. There are regular team meetings. Care staff receive regular supervision but lack annual appraisals relevant to their roles. Supervision is combined with spot checks, which limits time for in-depth knowledge checking and reflective discussions on practice. Few care staff hold or are working towards a recognised health and social care qualification. From the training matrix supplied there was no service user specific training and very few staff had completed core training topics. We found a lack of training needs analysis within the organisation to highlight discrepancies in staff knowledge. The service provider is reviewing their training and aims to resolve these issues.

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
The service provider has not maintained sufficient oversight of key regulatory matters. Monitoring systems have not consistently identified issues or areas for improvement related to staff fitness, staff support and development, RI oversight, and Quality of Care review, which could compromise the care, health, well-being, and safety of individuals.	11/08/25

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

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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