Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Rhosyn Care Ltd

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The inspection visits for this service took place between 22/05/2026 and 01/06/2026

Service Information:

Operated by:	RHOSYN CARE LTD
Care Type:	Domiciliary Support Service
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	Good
Leadership & Management	Good

Summary:

Rhosyn Care provides people with a service which prioritises kindness, reliability and personalised support. While there is an opportunity to further develop areas such as the Welsh Active Offer, this has not significantly impacted outcomes. The consistent positive feedback demonstrates that people enjoy a high level of well-being and feel valued and respected.

Care is compassionate and safe, with good systems and practices in place. Strengthening care planning and outcome-focused reviews would further improve consistency and help ensure all care is fully tailored to individual goals.

Leadership is effective and the service is committed to maintaining high standards. The service demonstrates a positive culture, good governance and a willingness to improve, which supports excellent well-being outcomes for people using the service.

Findings:

Well-being — Excellent

People experience very positive outcomes and feel supported to live comfortably, safely and with dignity. Feedback consistently highlights how care staff build trusting relationships and focus on what matters to each person. People benefit from compassionate care, emotional reassurance and meaningful interactions, supporting both their physical and mental well-being.

People and their families told us the service promotes dignity and respect in everyday care. One relative said staff "*Treat my husband with respect and dignity*," while another noted that care workers "*Always provide the required service… ensuring X is comfortable at all times*." We observed care workers use a gentle approach tailored to each person, carrying out their duties in a professional manner but promoting warm interactions.

Staff make small but important differences to people's lives demonstrating personalised and thoughtful care. We were told about one person supported to enjoy watching birds by having a feeder placed at their window. We saw another person enjoying the conversations important to them during visits, and one relative told us, "*My wife looks forward to their visits.*"

There is strong evidence that people feel at ease, emotionally supported, safe and confident in the service. Comments such as "*Mum immediately felt completely at ease with them*" show the positive impact care workers have on people's well-being and quality of life. One person said they "*Love this company to bits*," particularly valuing the trust they now have following poor experiences elsewhere. With few exceptions, people and their relatives comment on the reliability, punctuality and continuity of care staff. People feel care workers have sufficient training to support their needs. We observed care staff pay attention to the little details when providing support, including securing a property upon leaving. Care staff have a good level of training and understanding of safeguarding people in a vulnerable position. The service provider continually considers the quality of care and safety of people and makes improvements if required.

Communication is a key strength, with families reporting they are kept informed and involved. For example, "*Communication with us is excellent if there are ever any issues*." Documentation is available for families to confirm the care and support provided in the form of daily notes. This contributes to reassurance and peace of mind for families. People and their relatives are regularly involved in reviews of the personal plan to ensure the required care is clearly documented. The service is committed to supporting individuals who wish to receive services in Welsh and recognises this as an important area for ongoing development and improvement.

Care & Support — Good

People receive care which is safe, reliable and responsive to their needs, with strong systems in place to support day-to-day delivery. Staff know people well and often go beyond care plans to respond flexibly to individual preferences. We found examples of thoughtful, responsive care, for instance, when someone did not feel like having their hair washed, staff supported them to use dry shampoo instead, showing respect for choice and comfort. We saw care staff understand how to support people with complex needs, supporting them to express their choices in a sensitive way, reassuring them throughout. People told us their care workers always turn up and are only late on a rare occasion. When care workers are likely to be delayed, people told us they always receive a phone call to let them know. One person told us, "*They always provide the required service… never complain or try to put off onerous duties.*"

The service has personal plans which provide information for care workers to ensure person-centred care. These are based on assessments and available information. Most plans recognise what is important to individuals, including interests and relationships. Care workers can see tasks required to be completed, including any medication administration. We found plans do not always clearly describe what people want to achieve or how independence will be promoted. The service provider is working to ensure this is improved to enhance the current person-centred approach. There is no impact on people as the consistent staff team know them well and often anticipates their needs. The service involves people in personal plan reviews which routinely take place and inform any changes required. We saw good evidence the service considers people's ongoing presentation and takes action to involve the right professionals if there are concerns.

Documentation including daily records are detailed and consistently completed, helping ensure continuity and safe care. Staff document how people present at the start and end of visits, and record food, fluids and support provided. Families appreciate the level of information available. Medication is well managed, with robust systems in place. The introduction of a medication champion and use of photographic records provides strong oversight and helps keep people safe. People told us they feel safe and able to raise concerns if they had any.

Leadership & Management — Good

The service is well-led, with strong management oversight and a clear commitment to continuous improvement. Leaders actively monitor performance, respond to feedback and take action to enhance the quality of care. There is evidence of learning from incidents, for example, following a medication error, the service introduced improved systems and additional oversight through a medication champion role. Quality assurance processes are well established. Reports are detailed and reflective, showing the service provider listens to feedback and responds, making required improvements if necessary. External professionals spoke positively about the service. Commissioners confirmed there were "*no issues or concerns… in regard to communication, reliability and general service*," reflecting confidence in how the service is managed. People and their families highlight communication as a strength of the service saying, "*They communicate clearly, listen carefully and always go the extra mile to make sure everything runs smoothly*."

The daily operation of the service is well managed ensuring consistent care delivery. This includes careful arrangements to allocate and monitor calls. The management team form part of the care delivery staff to cover sickness and absence, providing reliability. Office staff carry out their designated roles, contributing to regular audit processes to provide accurate information to managers for consideration. Strong policies and procedures underpin care delivery.

Recruitment, training and staff retention processes are in place. Documentation to support this is consistent, with well-organised personnel files, good training records and informative supervision records. There is a strong focus on training and development, with high completion rates and opportunities for staff to build skills. Staff describe a supportive and positive working culture telling us they feel "*Very well supported.*" This supports staff confidence and stability. Staff also tell us the service "*Operates an open-door policy where you can access anyone at any time*." While staff are highly complementary about the service provider, some staff have expressed they have long working days. The service provider is considering how this can be addressed while meeting employment contract obligations. People and their relatives overwhelmingly told us about the qualities of the care staff, describing them as "*Compassionate and incredibly professional*," "*Friendly, prompt, efficient and caring*."

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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