Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Haven Care Cardiff

Haven Care, Fielding House, 43 Thornbury Close, Cardiff, CF14 1UT

02920617009

www.havencarecardiff.org

Date(s) of inspection visit(s):

10/06/2025, 09/06/2025

Service Information:

Operated by:	Haven Care Cardiff
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

Ratings:

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

Summary:

Haven Care Cardiff is a domiciliary care service that offers care and support to people in their own homes and within the community in the North Cardiff area. The service provider is a charitable, not-for-profit organisation run by trustees from Rhiwbina Baptist Church.

We found that people's well-being and care outcomes are excellent because they receive exceptional service from outstanding care staff who truly care about meaningful engagement and the people they support. The staff go the extra mile to ensure people's physical, emotional, and social well-being is enhanced. The practice is innovative and creative, individually tailored, and led by the person and their interests, focusing on what matters to them.

We also found an excellent leadership and management team in place who are highly competent and skilled in ensuring consistent and proactive care for people. As a result, people using the service, their relatives, and staff are extremely complimentary about the delivery of care. Staff well-being is enhanced with excellent staff continuity, meaning people are supported by the same care worker for many years. There are several inclusive initiatives and schemes for staff, people using the service, and relatives, which are innovative, compassionate, and highly effective in ensuring people's outcomes are fully met.

Findings:

Well-being — Excellent

People are treated with dignity and respect, actively participating in decisions that affect them. Both people and their relatives have praised the service, noting that care staff go above and beyond. They described the staff as *"Professional yet human, empathetic carers who tailor care accordingly. Haven Care Cardiff has provided excellent care for years, and many highly recommend it."* Others shared sentiments such as*, "They are all fantastic, they are angels. I couldn't manage without them. They are so willing and wonderful… I can't express how pleased I am, they are delightful.", "They are remarkable", "Excellent. Care workers do the extras…they go the extra mile. They are knowledgeable and experienced. From our perspective, a ten out of ten service."*

People are extensively supported to live well and achieve self-directed outcomes. They are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths, and skills. People benefit from a sense of community and continuity within the service, which values their uniqueness. Their achievements are acknowledged and celebrated. People are exceptionally well supported to make friends. People are actively encouraged to share their hobbies, spend time together, and help each other. We read witness testimonies and case examples and heard from people and their relatives about opportunities staff create to help people achieve their desired aspirations and goals. This includes care staff helping one person relive a meaningful childhood memory from a photograph by visiting Penarth pier and having fish and chips on the beach. Other examples include people being supported to bake cakes with staff to relearn lost skills, bringing people at risk of social isolation together at coffee meet-ups and social groups like arts and crafts and gardening. One example includes staff supporting a person with advanced dementia to continue to take their spouse in the car to appointments. Another example includes care staff volunteering to continue meeting with people who no longer use the service who transition to a care home to maintain the meaningful relationship established. This outstanding approach also enables people to be supported to maintain positive relationships and a sense of purpose. Care staff truly care about the people they support. People told us, *"They go the extra mile without being asked and recommend support options I had not originally thought of."*

People are protected from harm and abuse due to a proactive and positive culture of safety, based on openness and honesty. The manager is transparent and conducts thorough due diligence checks, working closely with people and their families. Staff undergo robust vetting checks, ensuring safety before they begin their roles. There is an effective safeguarding/whistle-blowing policy, which is actively being revised to include guidance around professional concerns. There are minimal safeguarding issues and no complaints within the service, likely due to a highly proactive small team that works well together, with excellent monitoring and response to changes in people.

Care & Support — Excellent

Care and support provided by care staff has been outstanding. People benefit from an innovative and adaptive care and support approach, which can be tailored to enhance their independence while ensuring continuity of care. Many people and their relatives described the approach as *“proactive,”.* They told us care staff and the manager thoroughly get to know people, vigilantly monitoring and anticipating subtle changes in their presentation and well-being and intervening at the earliest opportunity. One relative summarised this as, *“The carers understand the need for my Mum to maintain a sense of independence and help facilitate this by offering support when they see a need. They proactively contact me regarding any concerns about her emotional or health well-being. The staff do not rush her 'care slot' and indeed, have stayed longer if they perceive a need to help her or wait for me to get to Mum.”*

People receive exceptional care and support due to their significant involvement in the planning process. The formulation of personal plans is co-produced, outcome-focused, and inclusive of routines and beliefs. Reviews are completed in collaboration with people and their representatives. People are also supported by highly skilled staff with an excellent understanding of their individual needs and preferences. We saw and were told staff know the people they support extremely well and are familiar with what matters to people. People and their relatives told us care and support is “*of a high standard…mum has maintained a high level of self-worth and respect. Mum has some health issues and Haven have been first class supporting Mum with getting access to the GP when required. There is great skill across the team with personalising care. It makes a very positive difference.”*

People receive the right care and support, including medication, safely and at the right time, from a familiar small team of care staff. People have an excellent sense of familiarity and rapport with staff, enabling people to be in control of their care. Care staff stay for the full duration of their call time, complete the extras, and are always on time. One person’s relative shared, "*Haven provides a reliable service, allowing my mother to relax and feel safe knowing they always arrive as planned. It gives me tremendous peace of mind. I would recommend Haven as a well-run, efficient organisation that truly cares about their clients. The staff are easy to contact and always listen. Haven Care has made a big difference to my and my mother’s life. I feel safe knowing my mother is receiving the care she needs from the Haven ladies who have become her friends. This is a testament to the trust I have in the organisation."*

The service provider anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service. This is because, there are Welsh speaking care staff available and people can receive any written documentation in Welsh upon request.

Leadership & Management — Excellent

The service provides exemplary, compassionate leadership by valuing its staff, which directly impacts the support received by people. Care staff praised the manager, describing them as "*supportive*," with a "*satisfying work ethic*," and "*a privilege to work for*". The manager is experienced, knowledge, and approachability, always available to support staff. The organization is unique, providing not just a care service "but truly caring". Staff feel valued, respected, and part of a family that works together and supports each other. Care staff highly praise the management's skill and flexibility in enabling a healthy work-life balance. The service provider has structured, sustained schemes to support staff retention and invests financially in maintaining staff well-being through various incentives that enhance morale. As a result, staff retention is excellent, ensuring people receive care from familiar staff who know their unique preferences. Staff are well-prepared for travel, traffic, and parking, and each visit is meticulously planned to include meaningful interactions and emotional support, in addition to personalised physical care. Schedule changes are skilfully coordinated, always mindful of the needs of people and the skill sets of the staff.

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. There are robust policies and procedures in place, and the Responsible Individual (RI) conducts thorough monitoring visits to the service. While a quality review report has been completed, it requires strengthening to include outcome of audits and reflections and analysis of patterns and trends for continued improvements. The provider is strongly committed to sharing information with relevant authorities about events in the service, fostering transparency, trust, and accountability in line with their duty of candour. We read comprehensive notes captured within head office to monitor people's health and well-being and swift action taken in terms of timely referrals to relevant professionals. People feel confident raising concerns, knowing their input is welcomed in a culture of openness and transparency throughout the service.

The service has a safe system for recruiting staff. Staff personnel files contained the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Service (DBS) checks are in place and current. Care staff are registered with Social Care Wales, the workforce regulator. Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts and spot checks to ensure they are competent in undertaking their role. Care staff are appropriately trained and supervised by the manager.

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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