Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Calon Fawr Care and Support Services Ltd

Calon Fawr Care & Support Services, 95 Broad Street Blaenavon, Pontypool, NP4 9ND

07478428140

The inspection visit took place on 10/09/2026

Service Information:

Operated by:	Calon Fawr Care and Support Services Limited
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Calon Fawr Care and Support Services Ltd is an independent domiciliary care provider based in Pontypool, Torfaen. The service is committed to supporting people to remain living safely and independently within their own homes for as long as possible, promoting choice, dignity and wellbeing.

The Well-being of people supported by the service is good. Feedback received from relatives was consistently positive, with people describing staff as caring, reliable and responsive. People are supported by staff who know them well and understand their individual needs and preferences. The service promotes independence and enables people to remain in familiar surroundings whilst maintaining important relationships with family, friends and their local communities.

The Care and Support provided by Calon Fawr is good. Care plans, risk assessments and medication management systems are in place to support the safe delivery of care. Care staff demonstrated a good understanding of people's needs and were able to describe how they adapt support to reflect individual circumstances and changing needs.

Leadership and Management at Calon Fawr are good. Care staff spoke positively about the support they receive from managers and described leadership as approachable and responsive. Robust recruitment, training, supervision and quality assurance systems are in place to support the delivery of safe care.

Findings:

Well-being — Good

People receive support that promotes their well-being, independence and safety. Many people experience positive outcomes and maintain important relationships with those closest to them. Feedback from relatives is consistently positive and demonstrates people are supported by care staff who know them well and respond to their needs in a caring and respectful manner.

Relatives told us care staff are reliable, kind and responsive. They said communication from the service is effective and staff keep them informed about any changes in health or well-being. Relatives described positive relationships with care staff and told us support provided helps people remain living safely within their own homes. They explained care staff understand people's routines, preferences and individual needs. Relatives also told us they have confidence in the service and feel their loved ones are safe.

People benefit from continuity of care from a stable staff team. Care staff understand the importance of promoting dignity, choice and independence. Discussions with care staff demonstrated a good understanding of person-centred approaches and respecting people's rights. Care staff spoke positively about the people they support and described how they adapt support to meet individual needs and changing circumstances.

People are protected through safeguarding arrangements that are generally effective. Staff spoken with demonstrate a good understanding of safeguarding responsibilities and are aware of reporting procedures. Policies and procedures are in place to support staff in recognising and responding to concerns. The service promotes a culture where people's safety is prioritised.

People's health and well-being are supported through effective communication with relatives and healthcare professionals. Where needs change, staff seek appropriate advice and escalate concerns in a timely manner. Relatives provided examples of staff responding appropriately when health concerns arose and working with other professionals to ensure needs continued to be met.

Overall, people experience a good quality service that supports their well-being and helps them remain living independently. Many people benefit from positive relationships with care staff and achieve outcomes that are important to them. Further development of person-centred documentation would strengthen how people's voices and experiences are reflected within care records.

Care & Support — Good

People receive care and support that is safe, consistent and responsive to their assessed needs. The service has systems in place to assess, plan, review and monitor the support people receive. Care staff understand people's needs and work effectively with relatives and other professionals to promote positive outcomes.

We found personal plans provide information about people's health, personal care, mobility, nutrition, medication and support needs. Risk assessments are in place and provide guidance for staff to help reduce identified risks. Staff told us they have access to care information and receive appropriate guidance to support people safely.

Medication arrangements are robust. The service has developed a comprehensive medication policy which reflects current legislation, guidance and regulatory requirements. Medication assessments, risk assessments and administration arrangements are in place. Staff understand their responsibilities and systems exist to monitor medication practice. Governance arrangements include medication audits and oversight processes to support safe administration and recording.

Relatives told us care staff respond appropriately when needs change and seek additional support when required. They described staff as observant and proactive in recognising concerns and obtaining help from healthcare professionals. This helps to ensure people receive support that reflects their current needs.

The service promotes independence and choice. Care staff explained how they encourage people to do as much as possible for themselves and support people to make decisions about their daily lives. The support provided is flexible and aims to reflect individual preferences.

Some records require improvement. Care plans are not always fully person centred and are sometimes written about people rather than reflecting their own views and experiences. We found some care records did not consistently demonstrate how people had been involved in care planning and review processes. The Responsible Individual assured us this will be consistently documented moving forward.

Overall, people receive safe and effective care that meets their assessed needs. Care staff understand their responsibilities and support people in a way that promotes safety, dignity and independence. Improvements to person-centred planning and review documentation would further enhance the quality of care and support provided.

Leadership & Management — Good

The service benefits from leadership arrangements that support positive outcomes for people. Managers and care staff demonstrate a commitment to providing safe, effective and person-centred care. Staff describe management as approachable and supportive, and there is evidence of ongoing efforts to develop and improve the service.

Care staff told us they receive regular support from managers and can access advice when required. They said managers are available, responsive and willing to listen to concerns. Care staff feedback was consistently positive regarding communication, supervision and day-to-day support. Discussions with care staff demonstrated a good understanding of people's needs, safeguarding responsibilities and professional expectations.

Recruitment arrangements are generally effective. Records reviewed contain the information required to support safer recruitment practices. The service has systems in place to assess the suitability of staff before they commence employment. Training arrangements support staff to develop the knowledge and skills required for their roles. Policies and procedures are available to guide practice and support compliance with regulatory requirements.

The service has quality assurance arrangements in place. Audits are undertaken and management oversight systems include reviews of care records, training, safeguarding and medication practice. Regulation 73 visits and a Regulation 80 Quality of Care Review have been completed. These systems demonstrate the provider is monitoring the quality of the service and actively reviewing service delivery.

The service also demonstrates a positive approach to safeguarding. Staff understand reporting procedures and spoke confidently about their responsibilities. Safeguarding policies are available and processes exist to respond appropriately to concerns, helping to promote people's safety and well-being.

There is evidence of a positive and supportive culture throughout the service. Care staff spoke positively about their roles and the support they receive from managers and colleagues. They demonstrated commitment to delivering high-quality care and showed a good understanding of the values and expectations of the service.

Management oversight supports the ongoing delivery of care and support that is responsive to people's needs. Records reviewed demonstrated that leaders are engaged in the operation of the service and maintain awareness of the experiences of people receiving support. The provider promotes a culture of continuous learning, reflection and accountability, which contributes to

positive outcomes for people and supports the delivery of safe and effective services.

Overall, leadership and management arrangements support positive outcomes for people and provide a stable foundation for service delivery. Staff feel valued and supported, and systems are in place to monitor service quality and promote continued development across the service.

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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