Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care83

Care 83 Ltd, Suite 1a3 The Octagon Van Court, Caerphilly Business Park, Caerphilly, CF83 3ED

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The inspection visits for this service took place between 12/11/2025 and 25/11/2025

Service Information:

Operated by:	Care 83 Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

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

Summary:

Care83 is a small domiciliary support service that provides care and support to people in their own homes within the Caerphilly area of Gwent.

The service provides good quality care and support that promotes independence, wellbeing and choice.

The service is rated as excellent for well-being and rated good for care and support alongside leadership and management. This is because the service identifies things that are important to people and supports them to work towards these personal goals. People are happy with the care and support they receive from a small, reliable service that is flexible to meet their individual needs. A small staff team provides people with continuity and familiarity. People are complimentary about the staff who support them. There are effective quality assurance systems in place to monitor and review service delivery.

Findings:

Well-being — Excellent

The service provides excellent support to a small number of people; this enables the service to be as personalised and flexible as possible. A small staff team promotes continuity and helps to build trusting relationships with the people they support. Individuals receiving a service and their representatives told us they found care staff to be friendly, professional and provided care and support with dignity and respect.

People are encouraged to have choice and control over their lives and the care and support they receive. Documentation such as a Statement of Purpose (SoP) and written guide are available and inform people about the services provided and how to raise a complaint. Prior to the service commencing, an assessment of needs is completed, and care visit times are agreed. A person-centred approach to the development of care plans is used to ensure people are at the forefront of the care and support they receive. The times of care calls to people reflect what is agreed in their care plan. There are opportunities for people and their representatives to feedback their views and opinions about the service provided. We noted feedback received was overwhelmingly positive.

People receive the support they need to maintain their health and well-being. People are supported by regular and familiar staff, which supports positive relationships between them. This helps care staff to recognise changes to people's usual presentation, resulting in referrals to external health and social care agencies when required. People who require support with medication administration receive their medication as prescribed.

There are systems in place to help protect people from harm. Staff have completed safeguarding training. People know how to report concerns and give feedback. The service completes risk assessments which outline how care staff can manage risks to people's well-being. Health and safety risk assessments are also undertaken to promote the wellbeing of care staff visiting people's homes. Care staff have access to sufficient personal protective equipment to minimise the risk of infection. Staff know how to report concerns and are confident they would be dealt with. Safeguarding and whistleblowing policies are in place to provide further guidance and support to staff.

The service does not currently provide an Active Offer of the Welsh Language and does not support anyone who has requested a service in Welsh.

Care & Support — Good

People told us they feel safe, respected and in control of their day-to-day routines. They appreciated care staff who know them well and adapt support to what matters to them, including companionship, maintaining independence and reassurance for their families. Relatives reported that care staff "*Built an amazing rapport*" and that consistent staff provide peace of mind. People experience a strong sense of well-being through care that prioritises dignity, respect, and choice. People we spoke with said "*They are always on time, friendly and caring*" and "*Dependable, responsible and caring staff".*

The service considers the person and their needs through an assessment. This allows people or their representative the opportunity to tell the service how they would like their care delivered and any special requirements. Each person has an individual plan which guides care staff on how they want to be supported. Plans are developed using a person-centred approach. Reviews are not consistently carried out or involve individuals using the service or their representatives. As such plans may not fully reflect current needs and preferences, or that guidance for staff to follow is reliable. Risk assessments must also be reviewed and updated when required and linked to plans with clear guidance to reduce risks. Outcomes for people require improvement because outdated personal plans could result in the wrong care and support being provided to people and we expect the provider to make improvements.

There are appropriate systems in place to oversee medication administration. Staff receive training to administer medication. Personal plans document the extent to which individuals need support with medication and give information on the way people prefer to have their medication administered. We noted no gaps or errors in the recording of medication staff administer.

Staff rotas allow travel time for staff between calls. A call monitoring system requires staff to log in when they start and finish each visit. Review and analysis of the time care staff arrive at their calls, and the length of the call is undertaken by management of the service on a regular basis. We reviewed call monitoring systems which showed calls happening as planned and staff staying for the allocated time.

Leadership & Management — Good

The service is being provided in line with its statement of purpose; a key document that explains what the service aims to provide and how. People also receive a written guide to services, which explains what service they can expect to receive and how to raise a concern if they need to.

Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support, helping people achieve their wellbeing outcomes. The Responsible Individual (RI) has oversight of the management of the service, through effective audit processes. They visit the service regularly to speak with people and the staff who support them to gain feedback about how people are doing. Quality of care reports are completed every six months. The reports evidence which areas are working well and what could be improved. Audits are undertaken to ensure compliance and to monitor and improve the quality of care and support provided.

At the time of inspection, the service did not have a manager in place, the provider was actively recruiting to the position. During this recruitment process daily oversight of service is undertaken by the RI supported by an administrator and senior care staff. The providers recruitment process continues to require improvement to ensure appropriate vetting and screening systems are followed consistently. Without all checks being completed before staff start, the provider cannot be fully assured of the fitness of workers at the service. Outcomes for people require improvement because without robust recruitment checks in place, staff could be unsafe to deliver care and support, and we expect the provider to make improvements.

Care staff are supported to complete an induction to support them into their caring role. Staff complete core and refresher training in a timely manner. Formal supervision is provided on a regular basis for all staff to receive feedback from managers about their work performance and to discuss any staff welfare issues. Staff also receive an annual appraisal. Staff meetings are held on a regular basis to keep staff up to date with service arrangements and any changes being introduced. All eligible care staff are registered with Social Care Wales, the workforce regulator. Care staff told us they are happy in their roles, enjoy coming to work and feel supported.

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
People could receive inconsistent care and support as a result of outdated information within their personal plans and risk assessments.	20/05/24
People may be placed at risk as the service provider has not followed safe recruitment practices.	20/05/24

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

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