Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Harlequin Care R.C.T

35 Fram Enterprise Centre, Parc Busnes Edwards, Pontyclun, CF72 8QZ

01443 709460

The inspection visits for this service took place between 12/05/2026 and 13/05/2026

Service Information:

Operated by:	Harlequin Care LTD
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Harlequin Care RCT delivers care and support services to people within their own homes across the Rhondda Cynon Taf area.

People using the service experience good well-being outcomes, with support delivered in a way that promotes independence and improves overall quality of life. The service effectively supports people to achieve their personal outcomes, enabling them to maintain choice and control over their day-to-day lives.

The care and support provided to people is of a good standard. Personal plans are developed collaboratively with people and, where appropriate, their representatives, and are subject to regular review. Care staff demonstrate a good understanding of the people they support, with a clear awareness of their individual needs and daily routines.

Leadership and management arrangements are good. The provider demonstrates clear oversight of the service, ensuring it operates safely and in line with required standards. Feedback from people using the service and staff is actively sought and used to inform quality assurance processes and drive continuous improvement. Robust recruitment practices are in place to ensure care staff are appointed safely. Staff receive a comprehensive induction and have access to ongoing training, supporting them to carry out their roles effectively.

Findings:

Well-being — Good

People are treated with dignity and respect and report positive relationships with care staff. Feedback indicates people benefit from good continuity of care, which supports the development of trusting and meaningful relationships. Comments from people using the service reflect this positive experience. For example, one person told us, *"The staff are all lovely, I get on with all of them, they are a good laugh,"* while another stated, *"The carers are marvellous, good as gold, never had any problems. They provide good support."* People also reported being regularly consulted about their care and support. This ongoing engagement helps to ensure their preferences and wishes are understood, enabling care to be delivered in a way that is responsive and aligned with what matters most to them.

Arrangements are in place to help protect people. The service ensures care staff are recruited safely. All relevant pre-employment checks completed prior to appointment. Care staff receive ongoing training to support the development of the knowledge and skills required for their roles, including safeguarding training. Staff spoken with demonstrated a clear understanding of safeguarding procedures and were aware of how to raise concerns where necessary. People using the service are provided with information to support them in raising issues. This includes a written guide containing practical information about the service, the care provided, and details of the complaints process.

People are supported to maintain their health and well-being. An initial assessment is undertaken to determine the level of care and support required, including consideration of people's health needs. Support is available to assist people with accessing their community, meal preparation, and medication administration. Systems are in place to ensure people receive their medication as prescribed by the relevant healthcare professional. Care staff have access to appropriate personal protective equipment (PPE) and adhere to the service's infection prevention and control measures, helping to minimise the risk of cross contamination and promote a safe care environment.

Care & Support — Good

When a person's service commences, a personal plan is developed. People and, where appropriate, their representatives are actively involved in this process and are regularly consulted about their care through three-monthly personal plan reviews. Personal plans are tailored to meet individual needs and provide guidance for staff on how to support people in achieving their personal outcomes. They include the identification of risks to people's health and safety. A review of a sample of personal plans found they are generally comprehensive; however, some required further detail in relation to identified risks and the actions needed to manage and reduce these as far as possible. This was discussed with the management team, who provided assurances that improvements would be made. Care staff have access to personal plans via an electronic care management system, which also enables them to record daily care notes and highlight any concerns for appropriate follow-up. A review of daily care records indicated some entries would benefit from additional detail regarding the care and support provided during visits. This was discussed with the provider, who gave assurances that action would be taken to improve the quality and consistency of recording.

Infection prevention and control measures are in place to effectively manage and reduce the risk of transmission from potential sources of infection. Care staff demonstrate a clear understanding of their responsibilities in this area and complete relevant training, supported by an up-to-date infection control policy. There is access to an appropriate supply of personal protective equipment (PPE). People told us that staff consistently use this when providing support with tasks such as personal care. This was further supported by our observations during the inspection, where we saw care staff wearing the required levels of PPE when attending visits.

There are appropriate arrangements in place to support people with their medication needs. Care staff receive training in the administration of medication, and their competency is regularly assessed by the management team to ensure safe practice. Records reviewed during the inspection indicate people receive their medication as prescribed. Medication management is supported by an up-to-date policy aligned with best practice guidance, promoting safe and consistent approaches. While medication audits are undertaken, these require strengthening to ensure any discrepancies or issues are identified and addressed promptly.

Leadership & Management — Good

People achieve positive outcomes because of the provider's commitment to employing skilled and knowledgeable care staff. The service ensures there is enough suitably qualified and trained care staff to meet the needs of those currently receiving care, enabling the consistent delivery of good quality support. Robust recruitment procedures are in place, and staff are appointed safely. A review of staff personnel files confirmed they contain all required recruitment documentation, including appropriate references and up-to-date Disclosure and Barring Service (DBS) checks to verify suitability for the role. All care staff are registered with Social Care Wales (SCW), the workforce regulator, ensuring compliance with professional standards.

Upon commencement of employment, care staff complete a structured induction programme, which includes core training and opportunities to shadow experienced colleagues, supporting the development of confidence and competence in their role. An ongoing programme of training and support, delivered through supervision and appraisal, is in place to ensure staff maintain and develop the skills and knowledge required to carry out their roles effectively and provide good-quality care and support.

Although people are generally satisfied with the care and support provided, some reported care staff do not always arrive at the scheduled times, occasionally arriving either early or late. A review of the electronic care monitoring system supported this feedback, confirming visits do not always take place within allocated timeframes. This matter was discussed with the provider, who acknowledged the concern and provided assurances action would be taken to address and improve the timeliness of care delivery.

The service is well led, with effective quality assurance arrangements, governance, and oversight in place to support the safe and effective delivery of care. There is a visible and approachable management team who take a hands-on role in coordinating the day-to-day running of the service. The Responsible Individual (RI) maintains appropriate regulatory oversight, evidenced through three-monthly visits during which they engage with people using the service and staff, and review the quality of care being provided. A six-monthly quality of care review is also completed, with a report produced following each review. The manager undertakes audits; however, a review of completed audits identified the need to strengthen these processes to ensure that any issues identified are addressed promptly and that learning is effectively embedded. This was discussed with the provider, who gave assurances that improvements would be made to strengthen audit processes.

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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