Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Arise Nursing

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www.arisenursing.co.uk

The inspection visits for this service took place between 10/06/2026 and 12/06/2026

Service Information:

Operated by:	Marwari Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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:

Arise Nursing provides care and support to people living in their own homes across the former Gwent region. We rate wellbeing as Excellent. People receiving the service, their families and staff consistently reported high levels of satisfaction. People feel valued and listened to, with care approaches tailored to their preferences and needs. Relationships between care workers and people receiving a service are strong, helping people feel safe, reassured and confident in the support they receive.

Care and support is good. People told us they receive safe and effective care and support from care workers who know them well and understand their needs. The service works collaboratively with health and social care professionals to support positive outcomes for people. People are supported by consistent staff teams, which promotes continuity of care. However, we identified areas for improvement in care planning review arrangements to ensure plans are reflective of people's needs and outcomes.

Leadership and Management is good. The provider has established governance and oversight arrangements. Whilst these arrangements provide a sound foundation, there are opportunities to strengthen quality assurance processes further to help identify emerging trends and ensure development remains focused on achieving positive outcomes for people. Staff report high levels of job satisfaction and feel well supported in their roles, which contributes to a stable and motivated

workforce.

Findings:

Well-being — Excellent

People are treated with dignity, respect and compassion. Feedback from people and their relatives consistently demonstrates care and support is delivered in a way that recognises and responds to individual preference and choice. We saw evidence of collaborative working with healthcare professionals to support positive health and wellbeing outcomes. The service adopts a responsive and flexible approach to care delivery which enables people to maintain independence and exercise choice. For example, some men receive care and support from a male-only team, which suits their preferences and enhances their comfort.

People are supported to have as much control as possible over their day to day lives. The service demonstrates a person-centred approach to care delivery. People told us of the value of the introductory visit which is used to gather meaningful information about the person receiving a service. This informs the "My Unique Self" document enabling care workers to understand personal histories, preferences and routines. This information supports the development of a personalised care plan contributing to positive relationship building and improved outcomes for people.

People benefit from continuity of care with small, consistent staff teams which enables trusting relationships to develop. This consistency helps people feel secure and confident in the support they receive and promotes their wellbeing. People and their families describe strong, reliable relationships with care workers, which enables communication and provides reassurance that concerns can be raised and addressed.

Leaders have established a positive ethos that promotes safe and consistent care delivery. People shared examples saying, *"Arise have delivered a trusting, caring empathetic service. They go above and beyond any expectation that my relative or myself ever imagined."*
"The honesty, the kindness, the warmth I get when the carers come in. The carers feel like family."
"I enjoy seeing the carers they cheer me up and provide company."
"The carers are good at their job. They support me not only physically, but emotionally and mentally."

There is a strong culture of safeguarding in the service, supporting people to feel safe and protected from harm. Staff demonstrate a clear understanding of safeguarding responsibilities and are confident in identifying, reporting and responding to concerns. This is underpinned by regular staff training. Communication between office-based staff and frontline teams is strong and dependable, which supports efficient operations and maintains consistent high-quality standards of care. One person told us, *"They (staff) are consistent and caring with my relative. If I have any concerns, then as soon as they are raised with management they are dealt with appropriately and*

swiftly."

People's communication needs are recognised and respected. The service provider told us no one currently requires a Welsh language service, although the provider is committed to delivering the Welsh Language Active Offer and is prepared to provide Welsh language services should these be required. The service also takes steps to meet the communication needs of people whose first language is not English.

Care & Support — Good

People receive good quality care and support because the provider assesses their needs and outcomes. Personal plans are strengths-based and reflect each individual's preferences, interests and what matters most to the person. The agency works collaboratively with families and a range of healthcare professionals, such as district nurses and occupational therapists, to ensure people receive coordinated and effective support. When people wish to be involved, the provider co-produces personal plans with them and their families. Feedback from people using the service, relatives and involved professionals indicates high levels of satisfaction with the quality of care and support provided. One person told us, *"I have found every carer to be respectful, kind, humorous and supportive at all times. They gauge moods well and are always ready to listen."*
People are encouraged and supported to maintain their health, independence and well-being. Care workers can identify changes in people's presentation and respond promptly because they know them so well. Risk assessments are completed although, strengthening them will further support people's rights and reduce reliance on external agencies to identify quality and safety issues. We note regular reviews of personal plans are not routinely taking place. The manager conducts a monthly summary for commissioners, but the information is not part of the review process. Outcomes for people require improvement because opportunities to evaluate whether care arrangements continue to reflect people's changing needs and preferences are not being taken. We expect the provider to improve arrangements for reviewing personal plans to ensure care remains current, responsive and outcome focused.

People receive their medication as prescribed and in line with national guidance. Care workers are suitably trained to administer medications safely. There are clear processes for reporting and managing medication errors, which are followed appropriately when incidents occur. Routine audits are completed to promote safe and compliant medication practices.

There are effective arrangements in place for assessing, managing, and preventing the risks of infection. Staff are trained and monitored to adhere to protocols.

Leadership & Management — Good

The service provider's oversight and governance arrangements promote a positive and compassionate culture. The organisational structure is clear, and leadership and management arrangements are effective**.** Managers work collaboratively with people using the service, staff, and relevant professionals to ensure the service is safe, reliable and contributes positively to people's well-being. People told us they feel confident that managers respond promptly and appropriately to any concerns raised. This demonstrates a culture of openness and accountability and provides people with confidence that the service is responsive to their needs. Feedback indicates managers are visible, approachable and committed to maintaining positive outcomes for people.

There are established governance and oversight arrangements in place, including audits, electronic monitoring systems, supervision, spot checks and staff training. There are opportunities to build on systems by adopting a more evaluative approach to analysing quality assurance information. This will support leaders to identify emerging themes and trends, strengthen oversight and ensure development remains focused on enhancing outcomes and experiences for people.

The service provider has selection and vetting procedures in place to ensure care workers appointed are suitable to work with people receiving a service. Pre-employment checks are routinely completed but records could be further strengthened by ensuring decision-making processes are more clearly evidenced within personnel files. All new staff complete a structured induction programme that includes mandatory training, shadowing more experienced colleagues, and access to relevant organisational policies and professional codes of practice.

People achieve their personal outcomes because the service provider makes sure there are suitably trained care workers to deliver quality care and support. Care workers complete mandatory training and are provided with ongoing training to refresh and develop their knowledge. We saw evidence of regular spot checks and monitoring of practice, helping ensure staff deliver care consistently and in line with expected standards. Staff are also supported to maintain appropriate registration with Social Care Wales, helping to promote professionalism and accountability within the workforce.

People are supported by care workers who have sufficient time to deliver care safely and in accordance with personal plans. Care workers are offered flexibility regarding contractual arrangements, and travel time is built into scheduled call durations. Following recommendations from an external audit, the service has implemented a formal monitoring system to strengthen oversight of service delivery and compliance with expected standards. We were informed this system is subject to monthly review, demonstrating a commitment to continuous improvement and the delivery of safe, reliable and person-centred care. One care worker told us, - *"The management are supportive in developing your skills as a care worker. And the shifts pattern is organised efficiently. They take staff welfare and services users as the number one priority."* Another said, *"Arise is passionate about the service user and improve the knowledge of staff on health care."*

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 must be confident that information in their personal plans is reflective of their current needs and personal outcomes.	10/06/26

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

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