Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Cymru - Swansea

Care Cymru - Swansea, Unit 20 Mardon Park, Central Avenue, Port Talbot, SA12 7AX

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The inspection visits for this service took place between 25/02/2026 and 03/03/2026

Service Information:

Operated by:	Care Cymru Services Ltd
Care Type:	Domiciliary Support Service
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:

Care Cymru – Swansea is a large domiciliary support service that operates throughout Swansea, Neath and Port Talbot. The service has two administrative offices with distinct management teams. The offices are located in Port Talbot and Swansea, offering a base for care staff working in these areas. The office in Swansea has facilities to deliver in-house training.

People receive a good quality service which promotes their health and well-being. The care people receive helps them stay as independent as possible and continue living safely at home. People are fond of their regular care staff, who understand their needs and preferences well. People have a say in how their care is arranged, although the care planning and review process requires improvement. This is to ensure guidance within personal plans remains accurate and up to date.

The service is managed well. There are organised systems of audit and administration which help ensure people receive the right care at the right time. Management teams are visible and approachable. Care staff receive a good level of training and support, which prepares them well for their roles. The Responsible Individual (RI) supervises the management of the service effectively and closely monitors standards.

Findings:

Well-being — Good

People have control over the service they receive. They are consulted during assessments, which inform the development of personal plans. People sign agreements in relation to their care arrangements, which the service accommodates. We found that people are active participants in their care. They told us, *"We all work together"* and *"I'm confident in the office and value their advice"*. The RI regularly contacts people for feedback about the service, and they are invited to complete quality surveys. Office staff also carry out routine client reviews to ensure the service is continuing to meet their needs. People said, *"We had someone round just to chat and see how things are going"* and *"I have the number for the office; they do call to check in"*.

People receive a safe service. A call-monitoring system helps ensure calls are delivered at the right time. People feel safe with care staff and know how to report concerns. Comments include *"I can talk to the carers when they come in"*, *"They are gentle and don't rush me"* and *"I'm not afraid to ask for help and I'd say if I wasn't happy"*. The service follows safe recruitment and vetting procedures to ensure care staff are suitable for their roles. Office staff also monitor practice during routine spot checks. Care staff receive appropriate training and understand safeguarding and whistleblowing procedures. Managers respond promptly to concerns about people's welfare. They liaise appropriately with Local Authority safeguarding teams and act upon any recommendations.

People are supported to live happily and healthily at home. Their care and support needs are set out within personal plans, although improvements are needed to ensure guidance is consistent and up to date. Care staff read personal plans and are introduced to new people before supporting them. We observed care staff providing safe, appropriate care and treating people with dignity and respect. People told us, *"Everything's fine with me; I'm happy"* and "*They know what I like for the most part"*. Care staff ensure people receive their prescribed medication and maintain good standards of hygiene to minimise infection risks.

People trust their care staff and value the relationships they have built. They said, *"They're lovely… I like their company; we have a chat"* and *"Everyone has a good attitude. We like to have a laugh… We have a happy relationship".* Care staff are equally fond of the people they support, reflecting on the job satisfaction they get from helping people enjoy a good quality of life at home. People regularly see the same care staff, which is important to them. Feedback we received includes *"XX loves them all… sees the regular ones so often they're more like friends"* and "*I like my usual staff; they know what they're doing"*.

Care & Support — Good

The service caters for people's individual circumstances. People are involved in the assessment, plan and review of their care. To determine if the service is suitable, managers identify what people want to achieve and consider their social and medical histories. Care calls are then arranged to accommodate people's needs, which are set out within a range of risk assessments and personal plans. These generally provide a good insight into who people are, explaining how care staff can meet their care preferences and routines while managing identified risks. The service carries out regular client reviews to check that people's needs and expectations are being met. Records from these reviews show that people are largely satisfied with the service they receive, although the records could better capture people's voices.

The service must improve its care planning and review process. This is because we found occasions when personal plans contained contradictory information and had not been updated promptly to reflect changes to people's needs, as identified during reviews. A professional also reported, "*Therapist advice given has taken considerable time and several requests from therapists to filter down into care plans".* Inaccuracies in personal plans could result in people not receiving the right care and support. We therefore expect the provider to make improvements. The RI and managers have begun a full review of personal plans to ensure they are accurate and up to date.

People receive appropriate support with their medication. The service manages medicines in line with the Local Authority's Medicines Management policy. The level of support people require is set out within medication assessments and plans. We observed care staff to be confident when administering or prompting people to take their medication. Care staff receive annual training and competency assessments to ensure they are handling medicines safely. The service has enough trained assessors to keep staff's competency assessments up to date.

Overall, people receive a good standard of care and support. The service consistently plans and delivers calls in line with people's agreed timetables of care. People reported to be happy with the care they receive. They said, *"The care is good – they do a good job when they're here"* and *"They are always professional; they let me know what's happening"*. Care staff know people well and can access information about their care and support needs via an app or from records held in people's homes. Care staff find the app easy to use as it includes prompts to complete the required care tasks during each call. We observed care staff to be respectful during all interactions. People experienced kindness and compassion as care staff knew how to put them at ease when they were anxious. We also saw care staff following suitable infection control procedures.

Leadership & Management — Good

The service has a good management structure to support day-to-day operations. There is a designated manager at each office to oversee the delivery of the service in that area. They are supported by team leaders and regional managers who undertake regular quality checks. The RI also completes formal visits and quality-of-care reviews to assess service standards. These reviews involve gathering feedback from stakeholders and analysing data relating to incidents and audits. Records show that the service is performing well, although the findings of formal reviews could be better presented in a report that reflects on people's experiences.

People can depend on the service to deliver their care as planned. Office staff track calls via an electronic call monitoring system, which helps ensure they are completed on time. This system is also audited during quality checks. People told us care staff arrive when expected and they are usually contacted if there are any changes. We observed the right number of staff attending calls to provide care safely. Supervision records show that care staff are reminded to stay at calls for the required duration. People confirmed that care staff always give them the time they need. We saw that staffing rotas reflect agreed call times and include sufficient time for travel. One staff member said, *"Everything runs pretty smoothly. I have the same runs in the same area, so it works well".* The service recruits staff appropriately and provides job security by offering eligible staff contracted hours of work. The service also pays for MOTs and supplies driving kits to promote staff's safety.

The service is open and responsive to feedback. Records show that concerns are investigated promptly, with learning identified and improvements made as needed. Professionals also have confidence in the service. Feedback we received includes "*Staff are very prompt in responding to calls and emails"* and *"The provider engages very well with us and are responsive to all contact, suggestions and directions. We are developing a very positive working relationship"*.

The service supports and trains staff well. Staff complete a comprehensive programme of training, which caters for people's wide-ranging needs. One staff member said, *"Training is good and is face to face. I find it easier to learn this way"*. Staff rate their learning and development opportunities as 'good' or 'excellent'. Managers offer incentives to help motivate staff. For example, they hold Carer of the Month and Carer of the Year awards to celebrate individual achievements. The service also pays for staff's registration with Social Care Wales. We found staff morale to be good. Staff told us, *"The support that's offered is fantastic"*, *"I feel supported by management and enjoy my job"* and *"I'm going to be honest, I've never been happier. I can't see myself going anywhere else"*. Staff have opportunities to reflect on their role and performance during regular supervision meetings and annual appraisals.

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
The service provider must update personal plans following changes to people's needs and ensure they contain consistent and accurate information.	25/02/26

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

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