Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Star Care Solutions

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The inspection visit took place on 09/06/2026

Service Information:

Operated by:	Star Care Solutions Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	Welsh and 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:

The service provides domiciliary care and support across two regional footprints, primarily within Cwm Taf Morgannwg with a much smaller presence in West Glamorgan. People receive a consistently good quality service that promotes their well-being, independence and safety. Care and support are person-centred and reflect people's individual needs. Personal plans are regularly reviewed and clearly structured, supporting staff to deliver consistent care while responding to changes in need. People and their families are involved in planning care, with consent arrangements in place and routines clearly recorded to promote continuity. We saw risk assessments are in place and support safe care delivery, while daily records are detailed and support effective communication across the staff team.

People benefit from positive relationships with a caring and supportive staff team who treat them with dignity and respect. Feedback we received, highlights that people feel safe, valued and supported to maintain routines and independence. Staff monitor people's health and respond appropriately to concerns, contributing to positive outcomes and reassurance for families.

Leadership and management are effective in promoting a supportive, person-centred culture across both footprints. Staff feel well supported, with an accessible and responsive Responsible Individual (RI) and manager. We reviewed staff files and found appropriate recruitment processes are in place, alongside training arrangements that support the development of a suitably skilled, competent workforce. Overall, the service demonstrates positive outcomes for people, with a management team actively promoting continuous improvement and maintaining good standards of care.

Findings:

Well-being — Good

People experience positive outcomes that support their well-being, with consistently positive feedback from people and relatives, including references to care being *"excellent."* One person described carers as *"very good, very polite and attentive,"* while relatives praised the team's *"outstanding"* caring nature. While this reflects strong outcomes for people, we identified some areas where practice would benefit from strengthening, particularly in relation to the delivery of the Welsh language active offer and the timing of visits. Overall, we found that people experience good well-being.

People are supported to feel safe and maintain control over their daily lives through consistent care and established routines. Feedback confirmed, "*The carers give Dad a daily routine so that he knows what to expect from every visit*." This promotes stability, while staff remain responsive to people's changing needs, supporting choice and flexibility in how care is delivered. Rotas are generally organised to promote continuity and timely visits, contributing to people feeling secure and confident in the support provided. However, some people told us, "*The times could be improved*" and highlighted the importance of being informed about changes to visits.

People benefit from positive, respectful relationships with staff who take time to understand them as individuals. One relative told us, "*The carers involved spent time getting to know my brother making my brother feel comfortable in their presence*." This is further reflected in feedback from people who described carers as "*lovely*" and said, "*nothing is too much trouble*," supporting people's emotional well-being and helping them feel at ease in their own homes.

People's health and well-being are promoted, with staff monitoring needs and responding appropriately to changes. Relatives told us, "*Staff will raise concerns if they feel mum is not herself*". People also described situations where staff identified issues and took appropriate action, demonstrating awareness and responsiveness to emerging needs and reducing risks to people's well-being.

The service maintains good relationships with people and their families, contributing to their wider well-being. Relatives described the reassurance provided, including "*Peace of mind for the family*," highlighting the positive impact of the service both for people and those close to them. Communication systems generally support people and their representatives to remain informed and involved. People told us they are listened to, with one person stating, "*Oh yes, they do listen, and quick to apologise*," demonstrating responsiveness when concerns are raised.

Care & Support — Good

People receive care and support that is person-centred, reflects their needs and preferences, and promotes their independence and safety. Care delivery is well organised and focused on meeting people's individual needs. Personal plans we reviewed contain detailed personal information, including background history, preferences, and identified goals. For example, one person's plan clearly sets out the steps they can take to achieve their goal of maintaining their existing skills and completing personal care tasks as independently as possible. Showing that care is planned in a way which promotes independence and maintains skills. Personal plans are consistently structured, supporting staff to deliver care in a clear and consistent way across the service.

People and their representatives are involved in the assessment and planning of care, with evidence of family participation recorded within care documentation. Contracts and consent documentation are in place and signed, to show people have agreed to the care provided. Care is delivered in line with individual preferences, and daily routines are clearly documented, including morning, lunchtime, and evening calls, which supports continuity and consistency of care delivery.

Personal plans are reviewed and updated, and information is consistent across records, indicating the service responds to changes in people's needs. There is evidence that where required, care packages are adjusted, and call times amended to support appointments or changing circumstances. Staff demonstrated an understanding of people's needs and described how they adapt care accordingly, ensuring people remain central to decision-making about their care.

People receive care and support that is planned and delivered in a way that keeps them safe while promoting independence. Risk assessments are in place for a range of areas including mobility, skin integrity, emotional wellbeing, and falls risk. These include clear measures to reduce identified risks, supporting staff to provide safe care while promoting independence. Where appropriate, families are involved in managing aspects of care, for example medication, with some individuals being supported to self-administer or rely on relatives for administration. This demonstrates a flexible approach which respects people's preferences and existing support networks.

People receive care and support that is clearly recorded and supports continuity and safe delivery. Daily recordings are factual, detailed, and respectful, providing a clear account of care delivered and any changes in need. Records reviewed show that staff document care tasks, food and fluid intake, and any additional support required, for example when extra time is needed to complete care safely. This supports effective communication between staff and continuity of care.

The Responsible Individual informed us she is currently reviewing the medication policy and associated processes, including competency assessments, to ensure these are clear, and consistently applied, and aligned with the expectations of both local authorities. This is intended to strengthen oversight, improve consistency in practice, and support the safe management of

medicines across the service.

Leadership & Management — Good

Leadership and management within Star Care Solutions cultivate a positive and supportive culture, with evidence of effective oversight, staff engagement, and a commitment to delivering person-centred care. Feedback from staff highlights the accessibility and approachability of the management team, with one member of staff describing, *"excellent management and overall support so we can deliver person centred care to all our service users."* Another noted that management are *"always available, treating every report as urgent… solved quickly and professionally,"* and described an open-door approach that enables staff to raise concerns or seek guidance. This demonstrates the RI and manager promote open communication and create an environment where staff feel valued and supported.

Staff reported high levels of support and satisfaction in their roles, with many describing themselves as *"very well supported"* and identifying *"excellent"* opportunities for learning and development. Training arrangements include structured induction, mandatory e-learning, and face-to-face sessions in key areas such as medication and manual handling. Recruitment processes are robust, with appropriate pre-employment checks completed. Staff are either registered with, or working towards registration with, Social Care Wales, the work force regulator, supporting a competent and suitably qualified staff team.

Management oversight of care delivery is supported through clear roles, effective communication, and visible leadership. Staff described managers as "*kind," "understanding,"* and *"open minded to new ideas,"* contributing to a positive and cohesive team culture. The management team are accessible and actively involved in day-to-day operations, providing guidance and support to staff to help ensure people receive consistent care from a motivated workforce.

Issues identified during the inspection had been addressed by the end of the visit, demonstrating the provider's responsiveness to feedback from the regulator and other professionals. The RI and manager engaged positively with the findings and took timely action to resolve matters, with no evidence of impact on people's care or well-being. This reflects a proactive approach to continuous improvement and a clear commitment to maintaining safe, and effective service delivery.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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