Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cura - West Glamorgan

120 St. Teilo Street, Pontarddulais, Swansea, SA4 8RE

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The inspection visits for this service took place between 19/05/2026 and 20/05/2026

Service Information:

Operated by:	Cura Domiciliary Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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:

Cura – West Glamorgan is a domiciliary support service with an administrative office in Pontarddulais town centre. The service currently provides care and support to people living in Swansea. The office is easy to access and suitably equipped to support day-to-day operations.

People receive a good standard of care and support that promotes their well-being and helps them live happily and healthily in their own homes. Organised administrative systems help ensure people receive the right care at the right time. People have formed strong bonds with care staff and can rely on them to provide appropriate, responsive care. The service regularly consults people about their care and uses feedback to shape service development.

The service is managed well. The Responsible Individual (RI) is visible, approachable and responsive, making changes when needed to improve the service. Care staff are effectively supported by the management team. Recruitment, training and supervision processes have improved since the last inspection, to ensure staff are suitable for their roles and have the required knowledge and skills. Policies require review to ensure they are adequately detailed and reflect current legislation and guidance.

Findings:

Well-being — Good

People receive good quality care that supports them to live independently in their own home. Care staff provide the right level of support to promote people's health and well-being. People feel valued as individuals and are satisfied with the care they receive. One person said, *"They're helping me with the things I need. I think we're doing very well here"*. The service does not provide an active offer of the Welsh language, although this is an aspect of the service managers want to develop.

People have control over the service they receive. Care staff encourage them to take the lead during calls and respect their routines and preferences. Managers routinely check that the service is continuing to meet people's needs and make adjustments as needed, with input from social care professionals. A care coordinator ensures care reviews take place regularly. Relatives told us, *"I think they do a review every few months"* and *"I'd say communication is very good… they come and check everything is okay too"*. People are also able to share their views through quality assurance processes. The RI uses this feedback to plan service developments.

People receive excellent continuity of care. They are regularly cared for by the same group of staff, which helps build trusting relationships. These are a real strength as care staff know what makes people happy and how to engage them in their care. People told us *"Oh, I see them all the time. They're lovely!"* and *"They're outstanding… We have a good chat, they listen well"*. A relative also told us their loved one feels motivated and uplifted following support from a particular care worker.

People experience a reliable service. Care staff attend calls when expected and provide care and companionship with dignity. A call monitoring system allows managers to track the delivery of calls and ensure they take place at the right time. Staffing rotas are well-organised and include adequate time for care staff to travel between calls and to take breaks. One staff member said, *"We get plenty of travel time; they're really good like that"*. Care staff are offered contracted hours based on their working patterns and personal preferences; this supports service delivery and gives people stability. Care staff are satisfied with their hours of work, which are regularly reviewed.

The service promotes people's health and safety. Care staff recognise and respond to people's changing needs quickly, reporting concerns to managers who liaise with other agencies and professionals as needed. Staff are safely recruited and receive good quality training, which includes safeguarding adults at risk. The manager and RI closely monitor the service and respond positively to feedback. Plans are in place to consider the use of surveillance in people's homes during assessments and to introduce a policy that ensures its use is clearly understood and upholds people's rights.

Care & Support — Good

The service carries out assessments before arranging care to ensure people's needs can be safely met. This process has improved with the introduction of a more in-depth assessment. Information from people and/or their representatives is gathered and reviewed, with decisions about the suitability of the service being confirmed in writing. Important details regarding people's backgrounds are captured, providing an insight into who people are and what factors influence their care and well-being. People and/or their representatives sign agreements relating to their care arrangements.

People's care and support needs are outlined within personal plans, which care staff can access electronically or in hard copy. Where relevant, care plans from other professionals are available for reference. We identified some inconsistencies between risk assessments and personal plans, along with areas requiring further detail, which managers will address and monitor. The electronic care planning system highlights the tasks people require during each call, which care staff must review and complete before leaving. We saw people receiving care in line with their personal plans. Care staff maintain accurate records of the care they provide, which supports continuity between calls. The service has invested in a new care planning system with similar functionality and additional benefits, including links to staff rotas and a better way for people to view their records.

People receive appropriate support with their medication. We observed care staff administering medication confidently and in line with risk assessments and plans. These include input from family members and any extra precautions. Care staff told us medication procedures are straightforward, and records confirm that people receive their prescribed medicines at the right time. Managers monitor staff practice during spot checks and periodically audit electronic records to ensure correct procedures are being followed. Staff complete medication training and competency assessments, although these are not always carried out in line with company policy. The current medication policy is very brief and requires additional information regarding the storage, ordering and auditing of medication, and management of errors. The RI assured us this policy will be amended, with reference to national guidelines.

The service follows good infection control procedures to help prevent cross contamination and infection. Care staff use personal protective equipment (PPE) appropriately and can easily access supplies from the office. We saw care staff cleaning people's equipment after use and maintaining a clean, hygienic living environment. The service has an infection control policy which is kept under review, although this would also benefit from further detail and guidance.

Leadership & Management — Good

The service has good leadership and management. The Responsible Individual (RI) is actively involved in day-to-day operations and takes action to overcome challenges, including investing in new resources and securing specialist administrative support. The manager closely monitors service delivery through auditing and compliance systems and regularly meets with people and staff during visits and spot checks. The RI assesses standards during formal visits and six-monthly quality reviews, using these to identify and drive forward planned improvements. Reports show that the service is being provided to a consistently good standard, although they could be improved by focusing more on people's experiences and achievements.

Staff feel valued and supported, taking pride in their work and how it positively impacts people's quality of life. Staff find managers and care coordinators to be very approachable. They said, *"You can go to anyone in the office"* and *"It's fantastic… if we suggest something it'll be taken on board straightaway… we're open with them and they're open with us; it works both ways"*. The RI plans to increase the frequency of staff meetings and deliver them more flexibly, so information is shared as effectively as possible. Managers are also raising awareness of the benefits available in relation to staff well-being, which include access to free health and other support services. Staff told us managers care about their well-being, offering debriefs and counselling following significant incidents.

The service has improved recruitment and training procedures to ensure people are cared for by a suitable workforce. Records confirm that all the required recruitment checks are carried out, including a criminal check via the Disclosure and Barring Service (DBS). The recruitment process could be further strengthened by ensuring full employment histories are always obtained, with explanations for any gaps. The service has clear expectations regarding the completion of mandatory and refresher training, and we found compliance rates to be at 100%. Care staff are also supported to register with Social Care Wales (SCW), the workforce regulator, within six months of employment. Managers have introduced a clear system to monitor recruitment and training activity, which helps ensure legal requirements are met.

The staff team is becoming more established following a period of high staff turnover. Despite changes to the team, morale is good. The service has made improvements to ensure staff receive regular supervision, spot checks and annual appraisals. These give care staff opportunities to reflect on their role, performance and learning and development needs. A care coordinator oversees staff support to ensure supervision meetings take place at the required frequency.

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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