Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Graceful Home Care

85a, High Street, Barry, CF62 7DX

07854080716

The inspection visit took place on 24/11/2025

Service Information:

Operated by:	GRACEFUL HOME CARE 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 promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Good

Summary:

Graceful Homecare Ltd provides Care and support to people in their own homes in the Cardiff and Vale Regional Partnership area. People receive an excellent standard of care and support from care staff who are kind, caring, and familiar to them. Personal plans are produced with people and clearly identify the desired outcomes of each individual and how best to support them to achieve their goals.

People's wellbeing is excellent because they are consistently supported to achieve positive outcomes, whilst any identified risks are managed effectively.

People benefit from effective leadership and management from the responsible individual (RI) who is also the service manager. Care staff enjoy working at the service and feel very well supported.

Findings:

Well-being — Excellent

The service provides highly effective support to people to help them to live as independently as possible in their own homes. People consistently achieve positive outcomes that are meaningful to them. Care staff who are familiar to people and know them well consistently call at the agreed times and provide care and support with compassion and empathy. The service advocates on behalf of people in a range of matters when it is appropriate for them to do so.

The feedback we received from people being supported by the service was excellent. One person told us "*The care staff are wonderful; they are all very nice people who know me well; what I like and what I don't like. I can always get hold of someone in the office if I need to and they always sort things out quickly for me. They really are excellent."* Another person said "*I really can't fault them, they always want to know my view on things, and I am involved in all my care reviews. The care staff are all lovely."*

People are protected from harm and abuse. The service takes safeguarding very seriously and has a robust safeguarding policy in place. All care staff receive training in the safeguarding of adults at risk of abuse which is refreshed regularly. Care staff we spoke with told us they are fully aware of how to raise any concerns they may have about the people they care for and would do so without hesitation. The local authority is consulted with and notified of any safeguarding related matters, and these are monitored by the RI.

Care & Support — Excellent

People receive the quality of care and support they need to achieve their personal outcomes. Care staff have positive relationships with the people they support which enables them to have a good understanding of how to support people in the best way they can.

Personal plans are developed with people to inform care staff how best to support them. The plans are exceptionally well presented, with a strong focus on what the person can do for themselves, what they would like to achieve in the identified areas and how best to support them to achieve these goals. Related risks are clearly and comprehensively documented, along with direction of how the risks should be managed to allow the person to develop practical and emotional management skills to achieve their goals. Each plan is highly person centred to the individual. Peoples progress and personal plans are reviewed at least every month. Detailed records of the reviews are kept, and plans are promptly updated and revised when required.

The service uses a secure electronic system for recording personal plans and care records. All care staff have instant access to the relevant up to date information for people they support. Health conditions are monitored effectively, and prompt referrals are made to external health and social care professionals when required. The service works closely with external professionals for the benefit of people they support. Feedback from professionals describes the service as having an outstanding approach to collaborative working, and that the services responsiveness, flexibility, and consistent professionalism have made a significant difference to people.

People's medication is managed safely. Medication is administered safely in line with the prescription. Care staff are trained and deemed competent before they can administer medication. Medication Administration Record (MAR) charts are in place to record when medication has been administered. All MAR charts are completed clearly to reflect what medication has been administered and when.

Leadership & Management — Good

The service benefits from effective leadership from the RI/manager, who has embedded a positive, open and compassionate culture. The RI/manager is committed to providing excellent quality services. The service is constantly striving to improve, which is supported by robust and effective audit and governance processes.

The RI/manager is based in the service and so knows all people who receive support, their families, and the care team very well. She considers the quality of care being provided and completes relevant reports. These reports are detailed and show the continual consideration of how the service can improve. People and staff are consulted to inform service development. People know what they can expect from the service, this is documented in the Statement of Purpose which is kept under review and accurately describes the service which is delivered.

The RI/manager is very supportive of the staff team. The RI's oversight and governance arrangements fosters a positive and compassionate culture in the service.

Care staff are safely recruited, and personnel records are well organised. Records contain all relevant documentation, including employee's right to work and enhanced checks with the Disclosure and Barring Service. There are details of the employee's registration with the workforce regulator, Social Care Wales. Care staff enjoy working at the service and supporting people. One staff member told us "*I love working here, it is very rewarding. The manager is amazing and always there to give us advice if we need it. We have time to spend with people; they are all very well looked after*." Care staff receive regular supervisions which provide a focus on their own wellbeing, performance, progress of individuals, and development plans. Care staff are well trained in all related areas. People are supported by familiar, competent and well supported care staff who know them well. Another care worker told us *"It is great we have enough time to spend with people and never feel rushed to get things done. The communication is brilliant, and the manager is very understanding. We are like one big family really; the quality of support is above and beyond."*

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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