Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Care&Co Ltd

Suites 5 & 6
Conway House Castle Court
Swansea
SA7 9LA

Date Inspection Completed

12/02/2025

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About Care&Co Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Care&Co Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	[First Inspection]
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very happy with the service they receive from Care & Co Ltd. Feedback from people and their relatives is very positive. Personal plans are developed with input from people and their families and reviewed routinely. People speak very highly of the care staff and feel fully involved in decisions regarding their care and support. Care staff told us they have enough time to support people the way they want to be supported and do not feel rushed.

The Responsible Individual (RI) has good oversight and governance of the service. The RI regularly visits people and gathers their opinion of the service along with the views of family and care staff. This is used to monitor, review, and improve the quality of care and support provided by the service, and informs the Quality of Care report. The RI is supported by a dedicated and knowledgeable manager who is committed to developing the service and providing high-quality, person-centred care. Care staff told us they find the RI and manager approachable and feel fully supported by them.

Well-being

People are treated with dignity and respect and are involved in making decisions that affect them. People are supported to identify their care needs and what is important to them. A personal plan is co-produced with the person using this information. This helps to inform care staff how best to deliver care and support to the person and is kept in each person's home. People spoken with told us they feel safe, respected, and involved in decisions about their care. Comments included praise for the staff's attentiveness and the overall positive impact on their wellbeing. They told us, *"we are asked at least twice a week about the care and if we have any concerns they respond quickly"* and *"I couldn't manage without them, they treat me with dignity and respect and I can trust them".*

People are safe and protected from abuse and neglect. People and their representatives are included in decisions regarding their care and support and are informed about how they can raise concerns or make a complaint if they wish. All staff receive safeguarding training and those spoken with are aware of their responsibilities regarding this. People told us they feel able to contact the manager at any time and they receive a quick response. Suitable recruitment and background checks are in place to ensure staff are fit to work in social care.

People feel safe with the staff visiting them. New staff are introduced to people by the manager prior to care and support being delivered. People told us this helps them feel comfortable and they *"never feel like a stranger is turning up".* The manager works regularly in the service alongside care staff and often attends calls or visits people in their homes. This enables them to build relationships with people and seek feedback about the quality of the care provided. This helps to inform and drive any improvements needed. The service has good staff retention, allowing for consistency of care provided.

People can do the things that matter to them and make them happy. We saw people being supported by care staff to access the community safely and positively. This includes attending appointments, visiting friends and family and completing weekly shopping trips. This promotes people's wellbeing and supports them to enjoy their interests and hobbies whilst maintaining existing relationships and developing new ones.

Care and Support

The service has an accurate and up to date plan to meet people's care needs. We sampled four care files and saw that personal plans are co-produced with people and their families. Personal plans are accurate and up to date. Before the care package begins, an initial assessment of care is completed. A personal plan is developed using information from this assessment and people have a copy of this. People and their families told us they are involved in the review and updating of these plans. Detailed recordings from care staff are available in each person's file.

People are provided with care and support which meets their needs and is designed in consultation with them. People told us they do not feel as though the care and support provided is rushed and believe staff have enough time to spend with them. This allows for a personalised and attentive service. People told us there is excellent communication from the care provider, with quick responses to queries and concerns. People spoken with told us, *"The care is excellent, the staff are lovely and do everything I ask"* and *"I have a lot of input in to my personal plan and feel very much involved".*

There are procedures in place to safeguard people using the service. Care staff receive safeguarding training and those spoken with are aware of the procedures to follow if they have any concerns about the people they support. There is a policy in place which reflects the Wales Safeguarding Procedures and is reviewed annually. Care staff told us they are confident that management would follow up on any concerns they may have. People we spoke with said they have regular staff visiting who they have developed excellent relationships with and who are knowledgeable, respectful and understanding of their needs. People told us they feel safe with the staff supporting them.

The service promotes hygienic practices and manages the risk of infection. There is an up to date, comprehensive infection control policy in place which is reviewed annually. Staff receive initial infection control and health and safety training along with further refresher training. Staff spoken with demonstrated a good awareness of infection control and told us the company provides sufficient supplies of Personal Protective Equipment (PPE). People spoken with told us that care staff always wear appropriate PPE.

Leadership and Management

The provider has good governance arrangements in place to ensure the smooth operation of the service. The RI visits the service regularly and speaks with people, their families, and staff to gather feedback about the service which informs any required improvements. They complete regulatory reports within required timeframes, and these include good detail along with analysis of strengths and areas which could be improved within the service. The RI is supported by a committed manager who works closely with the staff team to drive improvements and ensure the smooth running of the service. We saw that the manager regularly seeks feedback from people using the service and addresses any concerns raised promptly.

People receive care and support from a committed and competent staff team who have appropriate knowledge and skills. We saw a training matrix which has ongoing training and development plans for staff. A range of training areas was provided for staff, and the manager is continually seeking further training opportunities for the team. Staff spoken with told us that they have excellent training. They told us if they need further training in a specific area, they are comfortable asking the management team for this. Staff spoken with demonstrated a very strong understanding and knowledge of their role and responsibilities.

The service has a highly committed staff team who are recruited safely feel supported in their roles. We sampled four staff files and saw that robust recruitment and background checks were in place. Disclosure and Barring (DBS) checks are in place and renewed within the correct timeframes. We saw that staff are registered with Social Care Wales, the workforce regulator, or are working towards this. Staff receive regular supervision and appraisal, where their performance is reviewed, and they are provided with support to develop within their roles. Team meetings are frequently held, and the manager works closely with the team and addresses any issues as they arise. Staff spoken with appreciate the work-life balance and the responsiveness of the management team. They told us, *“I feel very valued within my role”* and *“I love my job, there is nothing I don’t like about working here, I feel valued and supported”.*

People and their representatives have access to good information about the service. A written guide is available to people which provides information about the service, including how to make a complaint if required.

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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