Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Managers Cardiff

Care Managers, Regus House, Malthouse Avenue, Cardiff, CF23 8RU

03335330143

www.caremanagers.co.uk

The inspection visits for this service took place between 25/06/2026 and 27/07/2026

Service Information:

Operated by:	Care Managers Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
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:

Care Managers Cardiff provide a domiciliary service to people in their own homes. People are happy with the care and support they receive and experience good well-being outcomes. Care staff are compassionate, kind, dedicated and professional. Overall, care staff retention is good, and this promotes consistency of care whenever possible. People value the bonds they have developed with the care staff, and they trust the service. Care packages are tailored to meet people's needs and preferences. This means people receive a good standard of care and support from a service which knows them well.

Leadership and management is good. The responsible individual (RI) is accountable for evaluating the quality of the service, and we found there to be a good understanding of service development in most key areas. Teamwork is a strength of the service and communication works well. Service leaders are available to care staff and people using the service. Overall, quality assurance measures work well but improvements are required to ensure the system for well-being, support and development of staff is more robust. The provider demonstrates the dedication and drive to take the responsive and corrective measures to address the area for improvement identified at inspection.

Findings:

Well-being — Good

People are treated with dignity and respect. They are encouraged to use and build on their strengths and maintain independence wherever possible. We observed people participating in their daily care routines alongside care staff, which is important to maintain independence and dignity. People's home, and family dynamics are respected. The service communicates with family representatives to ensure outcomes are consistently met in a person-centred way. Care staff listen to people attentively and effectively support them to make informed choices about their day-to-day care. People told us, "*The service delivers person-centred care"* and is *"Flexible around people's daily lives."* We found the service is not currently in the position to provide the Welsh active offer, but they understand the importance of developing the service to meet people's language needs.

People's well-being and safety is considered by identifying and managing potential risks wherever possible. Care staff demonstrate their understanding of emergency procedures, such as when a person experiences a decline in their health or well-being. Responsive emergency procedures have meant action has been taken promptly when required. Information on how to contact the service is available to people and representatives, who told us, "*We can always get hold of the service on the phone."*

For a small amount of people, they receive additional support to access the local community with care staff. This means they can maintain links with their community, such as attending day services, meeting friends, or enjoying hobbies and interests. This offers people weekly structure and the access to meaningful pastimes, reducing the risk of social isolation and improving their emotional well-being. A representative told us, "*When my family member comes back from their weekly social group, they are always happy and laughing."*

Systems are well- organised to protect people from harm and abuse. Policies and procedures are in place, such as safeguarding and a complaints policy. Service leaders and care staff are aware of their roles and responsibilities. Training is up to date, and the safeguarding lead holds a suitable qualification. People and their representatives trust the service, and whenever there have been a cause to contact the service, prompt action is taken.

Care & Support — Good

The service includes people and their representatives when completing an assessment before care and support begins. The assessment, and information in the personal plans contain sufficient detail to inform care staff. We observed care staff to know a great deal about people, where the written plan is less informative. Risks to people are assessed, and plans guide care staff on how to assist people safely and encourage their independence. We found reviews of the personal plan did not consistently document the person's involvement. But family representatives told us the service communicates with them to discuss any changes and updates. Some people receive a timely review of their personal plan. During inspection we discussed with the RI and manager the review procedures and they took positive action to ensure they thoroughly document people's participation in reviewing their care with the service.

People receive a good standard of care and support. People and their representatives are consistent about their praise of the service they receive. We saw meaningful ways in which care staff engage with people to encourage good daily outcomes. The professional bond between care staff and people is valued and is a strength of the service. One person told us, "*The carers make me feel better and relaxed, I know that there is someone to help when I am in need*." People receive consistency of care, delivered by regular and reliable care staff.

Care staff complete daily records of the care and support they provide. Records are well maintained and clearly document a person's daily outcomes. They receive the right support at the right time. People told us they have enough time with care staff and do not feel rushed. All tasks are completed in-line with the personal plan. People are achieving good health outcomes because of the care and support they receive. We were told about improvements in personal hygiene outcomes, and better managed conditions because of the support with medication. Representatives are kept up to date, and one person praised the service because of their prompt and responsive action during a medical emergency. Another commented about the care of a family member, "*They are always clean and well looked after, staff take the time to chat if all the care tasks are complete."*

People are protected as much as possible from the risk of infection because care staff suitably support them to keep their homes clean and hygienic. Training is up to date, and we observed care staff following safe practices to prevent infection.

Leadership & Management — Good

Governance and leadership at the service is reliable and mostly effective. The RI and manager promote a positive culture with high expectations for the quality of outcomes for people. The service seeks the views of people and their representatives about the quality and reliability of the care and support. People told us they feel at ease expressing their views about the service and those we spoke with were complementary. They described the service as "*Professional and flexible.*" The RI completes formal visits to the service and produces a quality-of-care review which is a regulatory requirement. The review informs the provider what the service does well and identifies where they can further develop and improve practice. We found most key areas are sufficiently reported upon, but there are missed opportunities to thoroughly assess how the service supports and develops the staff team.

We found safe staff recruitment procedures and retention of care staff is good. Care staff told us management are available to them and provide them with guidance and reliable leadership. Staff meetings provide the opportunity to meet as a team to share experiences and be fully informed of changes which are important to their role. All care staff are registered with Social Care Wales, the workforce regulator. The provider plans to enrol all care staff onto relevant health and social care courses once they meet the eligibility criteria. We found care staff work schedules allow limited rest days, which may impact the well-being of staff and people using the service. Supervision and spot check records fall short in comprehensively demonstrating care staff competencies. Outcomes for people require improvement because we cannot be assured the service's systems for support and development of care staff is sufficiently robust. We expect the provider to make improvements.

There are effective systems in place to enable the manager to respond to concerns and complaints. People and representatives told us the service is "*Responsive.*" Policies and procedures inform care staff of their responsibilities in areas such as safeguarding, infection prevention control and medication management. Overall, the leadership and management is good. They show the drive and enthusiasm to take effective action in improving the service where identified.

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 support and development of care staff requires strengthening to ensure they are suitably supervised and competent, to ensure people's outcomes are consistently met to a good standard.	25/06/26

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

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