Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

TAM Gofal - Caremark Swansea

Suite 6, The Hub,, Copper Court, Phoenix Way, Swansea, SA7 9EH

01792709436

www.caremark.co.uk/swansea

The inspection visits for this service took place between 02/10/2025 and 03/10/2025

Service Information:

Operated by:	TAM Gofal Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

Tam Gofal is a Domiciliary Support Service for adults based in Swansea which provides support for people in their own homes. People are very happy with the service received from Tam Gofal, and find it to be timely, effective and reliable. People told us the service often goes over and above to ensure their care needs are met.

People experience Excellent wellbeing outcomes as the service actively involves people in their care, and support is provided in a person-centred way. People are treated with dignity and respect and are involved in all aspects of their care.

The Care and Support people receive is Excellent. People tell us their experience of being supported by the service is extremely positive. Personal plans are detailed and thorough and co-produced with the provider and people receiving care.

Leadership and management of the service is Excellent. The service is extremely well managed and promotes a positive culture, supporting the well-being of people along with care staff. The Responsible Individual (RI) works in the service daily and ensures highly effective oversight and governance is maintained.

Findings:

Well-being — Excellent

Wellbeing is Excellent as the service provided consistently ensures people's wellbeing outcomes are met to a high standard. People and their families speak very highly about the support received. The service provider supports people to identify their well-being outcomes, which informs the development of the personal plan. People are consistently involved in decisions about their care and told us care staff always accommodate their individual preferences. The service strives to ensure people's needs are met which often involves being creative and innovative in care delivery. The service has arranged for care to be provided at very short notice and in an emergency when required. This has ensured people's care needs have continued to be met under difficult circumstances.

People live healthily and safely with control over their lives. People have a very strong voice in their care delivery and lead in their support arrangements. People and their families told us they are routinely involved in the review of their personal plan. We saw extremely detailed personal plan reviews and people were consulted about their care and any changes they felt were required. These reviews take place at least quarterly. Any improvements or changes required as a result of these reviews are always acted upon by management.

The provider ensures people are safe and protected from harm and abuse. Care staff receive training in protecting vulnerable adults and the service provider has thorough, comprehensive policies and procedures in place to support this. Staff spoken with have excellent knowledge of their responsibilities regarding safeguarding people and know how to report any concerns they may have. Personal plans and risk assessments are in place, written to a high standard and consistently reviewed with involvement of the person and their representatives. People told us they feel safe and respected by the care staff visiting them. A person using the service told us *"I feel very safe with the staff, they're all wonderful and treat me with dignity and respect*". Care staff are recruited safely and robust background checks completed prior to employment starting. The service works closely with health and social services, reporting and referring issues as they arise. Advice and guidance from other professionals are acted upon and used to inform personal plans.

Currently there is no demand to provide the service in Welsh. However, the provider is committed to support the Welsh active offer should the demand change in the future.

Care & Support — Excellent

Care and Support is Excellent as the provider delivers exceptional quality of care to support people to achieve their personal outcomes. We saw evidence that the provider considers if it can meet people's needs prior to the service starting through comprehensive assessments. Personal plans are co-produced with people and/or their representatives and the service provider. People's preferences and individual needs are clearly recorded in highly personalised plans. This enables staff to provide care and support in a way people prefer. People or their representatives are heavily involved in the review of their personal plans and people's wishes are respected throughout these reviews.

Highly motivated and dedicated care staff provide people with continuity of care and support. Staff are very knowledgeable about people's health and social care needs and demonstrate a patient, empathetic and values led approach. People told us care staff are respectful and understanding. They said "The staff are e*xcellent, they do everything right, they turn up on time, they are not often late but they will let us know if they are" and "I couldn't give them better marks, I fought hard not to have care, but they've been wonderful, they're lovely and very caring".* The service places great emphasis on providing holistic care and the manager liaises with other healthcare professionals, working in partnership to ensure the best possible care is provided.

The service's robust approach to safeguarding helps to protect people from harm and abuse. There is an open and honest culture within the service. People and care staff are very knowledgeable on how to report concerns and are very confident the management of the service will deal with these effectively. Staff complete safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. The service has an up to date and comprehensive safeguarding policy in place which reflects the Wales Safeguarding procedures.

The provider ensures high standards of hygiene practices through effective oversight, minimising people's risk of infection. There is a comprehensive and thorough infection control policy in place which is reviewed annually. Staff receive training in infection control, and we saw the appropriate and pro-active use of personal protective equipment (PPE). People told us staff always follow good hygiene practices and use PPE when supporting them with their care needs.

There are effective procedures in place to ensure medication is safely managed. The levels of support people need with medication is documented on their personal plans. We saw good records in place for people supported with medication. Relatives spoken with confirmed the support with medication is invaluable and provided them with reassurance.

Leadership & Management — Excellent

Leadership and management of the service is Excellent. The service provider has highly effective organisational arrangements, governance and oversight to ensure the expert delivery of operations and high-quality care. The service is led by a knowledgeable, dedicated and compassionate management team, ensuring people's well-being is at the heart of the service. Both people who receive care and employed staff told us that the management are visible, approachable and supportive, ensuring that they promote an environment where people feel valued. One person said that the leadership team *"do so much for me, if there is an issue they are here in a flash, I can't fault them."*

The service positively engages their staff by celebrating them and promoting their wellbeing and voice. Care staff told us "My work gets noticed and recognised, I feel appreciated." The RI is based at the office and completes comprehensive regulatory quarterly and six-monthly reports. These are informed and draw on a range of information gathered by themselves and the wider management team. In conjunction with these reports, the provider regularly audits all aspects of the service to monitor practice and ensure that exceptional care is being delivered. A strong service ethos, leadership and a positive working culture ensures the service effectively delivers a high quality of care.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Recruitment checks are robust, ensuring care staff are recruited safely and appropriate background checks are completed. There are very strong systems in place to support staff in their roles. These include regular robust supervision, open communication, high quality training, annual appraisals and meaningful and collaborative monthly team meeting minutes. Care staff told us that they were happy with the training and support offered to them to ensure they reach their full potential to deliver excellent care.

People are supported by staff who have good time to provide care. We were told by people that they felt prioritised by the carers. Staff rotas, regular audits and voices of the people who receive care evidenced that with a few exceptions, the carers were always on time and fulfilled the allocated call time. One person said that the carers are *"always here the amount of time they are allocated, they never rush and more often than not they stay longer than allocated."* Overall, an excellent standard of leadership and management was observed in both documentation and from feedback provided by care givers and people who receive care.

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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