Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Caru Home Care

Gate House, Windmill Estate, Wimborne Road, Barry, CF63 3DH

07535695689

www.caruhomecare.co.uk

The inspection visits for this service took place between 14/08/2026 and 20/08/2026

Service Information:

Operated by:	Caru Home Care
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	Good

Summary:

Caru Home Care provides domiciliary support services, for people aged 18 and over, in Cardiff and The Vale of Glamorgan. The range of people supported includes those with dementia, physical disabilities, and those requiring palliative or end-of-life care and mental health support.

Well-being is excellent because the provider consistently enables people to achieve exceptional outcomes. People are supported not only to maintain their wellbeing but to make significant improvements in their independence, confidence, relationships and overall quality of life.

Care and support is excellent because people receive compassionate, person-centred support from a service that consistently goes beyond meeting assessed needs to promoting wellbeing, independence and their quality of life.

Leadership and management is good because the service is well managed and committed to improvement. Effective leadership, a supportive workforce and reliable systems contribute to positive outcomes and help people remain safe, supported and valued.

Findings:

Well-being — Excellent

People experience exceptional wellbeing outcomes because they receive highly personalised, proactive support which consistently goes beyond meeting assessed needs. Care staff empower people to exercise choice and control, overcome barriers and achieve outcomes meaningful to them.

People tell us they feel listened to, respected and actively involved in decisions about their care and support. One person, who had experienced repeated care package breakdowns, told care staff, *"It doesn't matter what I want, nobody listens to me anyway. I'm just kept in this prison."* By building trust and focusing on what mattered to them, care staff identified medication prompts were reducing their sense of control. They were supported to manage their medication independently, resulting in increased confidence, improved relationships and greater engagement with support.

The provider achieves life-changing outcomes for people. One person who is registered blind, socially isolated and living in unsuitable accommodation was supported to move to adapted housing, access eye surgery, reconnect with their community and regain daily living skills. They told us, *"I made my own sandwich for the first time in eight years. I am beginning to feel more alive and independent than I have for several years."*

The impact of support extends beyond practical care. One person said *"The carers have brought me out of myself. Before I was scared and miserable. Now I look forward to them coming. I feel like part of a family."* They now participate in community activities and visit places important to them, demonstrating significant improvements in confidence, independence and social inclusion. Another person was supported to regain access to their garden and community through environmental adaptations, advocacy and additional social support. As a result, they progressed from frequently refusing care to enjoying social opportunities, participating in exercise and developing positive relationships.

Feedback from people, relatives and professionals consistently demonstrates the positive impact of the service. One person told us, *"Being listened to. Knowing if I raise a concern it'll be dealt with."* Relatives describe care staff as going *"above and beyond"* and say they *"feel like part of the family."* Professionals highlight the provider's ability to secure positive outcomes through strong advocacy, partnership working and an unwavering commitment to person-centred care.

This is a service where outcomes are not only achieved but transformed. People who had lost confidence, independence and trust in care are supported to regain control of their lives, improve their wellbeing and safely achieve outcomes they did not believe were possible.

The provider is working towards the Welsh Active Offer.

Care & Support — Excellent

People receive exceptionally personalised and outcome-focused care which is tailored to their preferences, strengths and aspirations. Care plans and risk assessments are comprehensive, regularly reviewed and adapted in response to changing needs. This ensures support remains responsive, effective and promotes maximum independence. Care staff are provided with clear guidance to support people safely with complex needs relating to dementia, medication, visual impairment, diabetes, falls, skin integrity and behaviours of distress.

The quality of care planning has led to exceptional outcomes for people. Following one person's hospital discharge, staff identified risks which could have resulted in the breakdown of the care package. Through skilled observation, meaningful engagement and effective partnership working, support was adapted to reflect the person's wishes and needs. As a result, their wellbeing improved significantly, they became more engaged with support, looked forward to staff visits and no longer required waking night support. A social worker concluded, without the provider's intervention, the care package would likely have failed.

Continuity of care is a significant strength of the service. People are supported by a consistent team of carers who know them well. This enables trusting relationships and a detailed understanding of their needs, preferences and personal outcomes. This relationship-based approach has transformed people's experiences of care. We found one person having progressed from frequently refusing support to actively engaging in their care and developing positive relationships with staff.

The provider demonstrates outstanding partnership working and advocacy. They proactively secure resources, equipment, adaptations, and healthcare interventions that improve people's lives. One person was supported to access adapted accommodation, specialist healthcare, mobility equipment and greater community involvement. This significantly improved their independence and quality of life.

Professional feedback is exceptionally positive and highlights the provider's ability to achieve outstanding outcomes. A social worker described the support as *"outstanding"* and said staff had *"gone above and beyond"*. An occupational therapist praised the provider's person-centred approach. Another social worker described the provider as *"a breath of fresh air"* and reported people achieve outcomes which would not have been possible without its involvement.

Medication management is a particular strength. We found detailed medication risk assessments and clear guidance for staff, ensuring medicines are managed safely and in accordance with people's assessed needs. Staff work closely with health care professionals to address concerns, monitor compliance and secure timely reviews when required.

People are also protected by robust infection prevention and control practices. Staff have access to appropriate personal protective equipment (PPE) and are supported to follow safe working practices. This reduces the risk of infection and significantly promotes people's health and wellbeing.

Leadership & Management — Good

People benefit from a provider who has developed a positive and supportive culture. Feedback from staff, people receiving care and relatives is consistently positive about the way the service is managed and the responsiveness of leaders. Care staff tell us they feel valued and supported in their roles. One told us "*Management is a massive part of what works well within the service*" while another said, "*managers have created an "amazing team to work with, friendly, kind and supportive at all times."* Staff consistently report their views are listened to and managers show appreciation for the care they provide.

We saw evidence of a range of quality assurance processes, including audits, call monitoring, spot checks and staff meetings. The provider demonstrates awareness of service performance and acts where issues are identified. Leaders promote continuous improvement and celebrate positive outcomes. During a staff meeting the management team shared feedback from a social worker. They had praised the team's "initiative and collaborative approach" in supporting a person to reconnect with their local community, recognising this as an example of outcome-focused and person-centred care.

We reviewed recruitment records and found appropriate checks are carried out, including disclosure checks, references, identity verification and right to work documentation. Care staff speak positively about management support during recruitment and induction. One member of staff, who is new to domiciliary support services, told us, "*They have been fantastic, giving me time to get to my calls, supportive in training*." Another said, "*I don't think they get as much credit as they should. They are absolutely fantastic and so supportive.*"

Care staff have access to mandatory training, refresher learning and competency assessment processes. We saw evidence of face-to-face training for subjects such as first aid and manual handling, with annual refresher training completed online. Additional competency-based assessment is used for specialist areas, including catheter care. Further strengthening induction records and the oversight of specialist training would provide additional assurance for staff to continue to meet people's needs effectively.

We found managers monitor key aspects of service delivery and provide support where improvements are required. Records showed improvements in daily care recording and medication documentation. Staff are reminded during team meetings of the importance of completing records promptly. This ensures medication administration records clearly explain occasions where medicines have not been administered.

Resources are managed effectively, with monitoring systems supporting reliable care delivery and

no missed calls were identified. Further strengthening call scheduling to better reflect travel time between visits would enhance quality assurance arrangements and help maintain positive outcomes for people.

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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