Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Abicare Services Limited

Abicare Services Ltd, Unit 1a Torfaen Business Centre, Panteg Way, Pontypool, NP4 0LS

01495763069

The inspection visits for this service took place between 24/09/2026 and 02/10/2026

Service Information:

Operated by:	Abicare Services Limited
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
Registered places:	0
Main language(s):	Welsh and 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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Abicare Services Limited is a domiciliary support service which provides care and support to people in their own homes within Powys. Services provided include live-in provision and allocated calls to a person's home.

The service is rated as good across all three inspection themes. Promoting the wellbeing of people receiving support is central to service delivery. The provider and staff take time to understand what is important to people and support them to achieve their personal goals and desired outcomes.

People have detailed and personalised plans that provide staff with clear guidance on how people wish to be supported. Feedback from people receiving a service is highly positive, with individuals expressing satisfaction with the care they receive and the staff who support them. People consistently described staff as caring, supportive and responsive, and valued the personalised approach taken to meeting their individual needs.

Leadership and management arrangements are effective and provide strong oversight of the service. Robust quality assurance systems are in place to monitor performance, drive continuous improvement and maintain standards of care. Staff are recruited safely, receive appropriate training and support, and demonstrate a good understanding of the needs and preferences of the people they support.

Findings:

Well-being — Good

People experience positive wellbeing outcomes because they receive safe, reliable and person-centred support from a well-trained and committed staff team. This contributes significantly to their health, well-being and quality of life. Feedback from people receiving a service and their representatives was overwhelmingly positive regarding their experience of the service provided. People described staff as very caring, supportive and responsive to their individual needs and value this approach by staff.

People are encouraged to take part in opportunities that promote social inclusion and community connections. For example, the service hosts informal “Tea and Talk” afternoons, where people using the service are invited to attend a relaxed gathering with refreshments. The service provider also celebrated its 20-year anniversary through a similar inclusive event.

People receive person-centred care and support that promotes their health, independence and overall wellbeing. Care is delivered by a consistent team of staff wherever possible, enabling positive and trusting relationships to develop. This continuity of support helps staff gain a detailed understanding of people’s preferences, routines and individual needs, while also enabling them to identify and respond promptly to changes in health and wellbeing.

People are supported to maintain both their physical and emotional health. Records reviewed evidenced effective partnership working with healthcare professionals and external agencies, including occupational therapists, social workers and district nurses, to ensure care is coordinated and responsive to changing needs. Arrangements for medication management are effective, supporting people to receive their medicines as prescribed. Staff receive appropriate medication training and undertake regular competency assessments to help ensure medicines are administered safely and in accordance with people's needs.

Suitable measures are in place to promote people’s safety and protect them from harm. Recruitment processes are robust and comply with regulatory requirements, helping to ensure staff are suitable to work with vulnerable adults. Personal plans and risk assessments provide clear guidance to staff on supporting people safely while maintaining their choice, control and independence. Risk assessments are also completed to safeguard staff and support their wellbeing when carrying out their roles. In addition, staff are supported by comprehensive policies, procedures and safeguarding training, equipping them with the knowledge and skills to recognise, respond to and report concerns appropriately.

Care & Support — Good

The service provides both live-in care and allocated care calls for people in their own home. Feedback from people receiving the service and their representatives was consistently very positive. They described staff as caring, professional and responsive, and said they are treated with dignity and respect, listened to, and supported by a consistent team of care staff.

People receive good quality, person-centred care and support that reflects their individual needs, preferences and desired outcomes. Records reviewed demonstrated that people are central to care planning arrangements, with detailed personal profiles, social histories and assessments that support staff to understand what matters most to them and how they wish to be supported.

Personal plans contain comprehensive information about people's health, wellbeing, routines, preferences and support needs. Detailed and personalised profiles provide staff with valuable insight into people's backgrounds, relationships, interests, cultural preferences and future aspirations. Plans contain details of all tasks to be undertaken at each care call and staff mark when completed and provide a summary of each visit.

The service provider advised that personal plans would continue to be developed to better reflect the outcomes people wish to achieve and provide clearer evidence of their involvement in reviewing and evaluating progress against those outcomes.

Appropriate systems are in place to oversee and monitor medication management. Staff receive relevant training and undergo regular competency assessments to ensure safe medication administration. Personal plans clearly record the level of support individuals require with their medication and include guidance on their preferred methods of administration.

Staff rotas allow sufficient travel time between visits, and an electronic call monitoring system records when care staff start and finish each call. Analysis of visit times demonstrated that people generally receive support in line with their agreed schedules, which was confirmed through discussions with people using the service.

People receive care and support that is tailored to their individual needs, promotes their wellbeing and independence, and is delivered by staff who have access to detailed and personalised information about the people they support. This supports positive outcomes for people and contributes to the good quality care provided by the service.

Leadership & Management — Good

The service runs from an administrative office that has suitable facilities for storing confidential information, holding private meetings and delivering staff training. The service has a Statement of Purpose and guide to services outlining its aims and how these will be achieved.

The newly appointed Responsible Individual (RI) demonstrates an understanding of service performance and quality assurance processes and undertakes regular visits to monitor the quality of care and support provided. The RI advised that future regulatory visits and quality of care reports will include records that are specific to the registered service, rather than reflecting a wider organisational perspective. The manager is experienced, registered with Social Care Wales, and is supported by a team of senior staff who contribute to the effective day-to-day management of the service.

The service provider actively seeks feedback from people receiving support and their representatives to inform the ongoing development of the service. Systems are also in place to monitor and respond to complaints, enabling the provider to evaluate service performance, identify opportunities for improvement, and drive the ongoing development of high-quality care and support.

The service provider operates a robust recruitment process. Staff files reviewed contained the information required by regulations, providing assurance that appropriate pre-employment checks had been completed. Staff are supported through training, supervision and appraisal processes. The provider has developed a comprehensive training programme which equips staff with the knowledge and skills required to meet people's individual needs. In addition to mandatory training, bespoke learning opportunities are arranged where people have specific health conditions or support requirements.

Staff feedback reflects a positive and supportive workplace culture, with consistent themes relating to person-centred care, effective teamwork, supportive management and access to training and development opportunities. The service provider demonstrates a commitment to staff wellbeing, recognising the importance of a supported and engaged workforce in achieving positive outcomes for people. Wellbeing initiatives include a monthly step challenge, a walking club, virtual quiz events and opportunities for staff to engage with senior leaders.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.