Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Redwood Care Solutions Limited

27 Croft Street, Swansea, SA1 1QE

07378245954

www.redwoodcaresolutions.co.uk

The inspection visit took place on 24/10/2025

Service Information:

Operated by:	REDWOOD CARE SOLUTIONS LIMITED
Care Type:	Domiciliary Support Service
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:

Redwood Care Solutions provides a domiciliary support service to people in their own homes in the West Wales regional partnership. They also have another operational service in the West Glamorgan regional partnership area.

This is the service's first inspection, and they have a growing team of staff and people receiving the service.

People experience good physical, mental health, and emotional well-being outcomes as people's voices are heard and listened to by staff who know them well. People are consistently involved in planning and reviewing their care and support.

Care and support is good because there is a proactive positive culture in the service with staff promoting a strength-based approach to their work with people. People are provided with good quality care and support by skilled management and care staff that know them well.

Leadership and management is good because the service provider has good oversight and governance arrangements in place. The service provider also makes sure there are trained and well supported staff to deliver quality care and support.

Findings:

Well-being — Good

People's well-being and safety is prioritised by identifying and managing potential risks. We saw clear, comprehensive risk assessments within care documentation that link to personal plans. There are comprehensive policies and procedures reflecting current legislation and national guidance, protecting people and supporting staff to undertake their roles safely and effectively. There is relevant staff training being provided in key areas such as safeguarding and whistleblowing. Personal plans are outcome focussed and promote positive risk taking. The service maintains good links and effective lines of communication with agencies and professionals. People told us: *"nothing is too much trouble"* for staff.

People are informed about their rights and supported in voicing their concerns effectively. People can access the relevant information when they need it. We saw people have access to clear information on the service. This is via documents such as the Guide to Service, Statement of Purpose (SoP) and the complaints policy. People using the service know how to raise any concerns and are confident these will be acted upon. People have built trusting relationships with staff who support them. People are provided with choice during their care calls. The service is currently working towards providing the Welsh Language Active Offer developing and making sure key documents are available in Welsh. Currently, people accessing the service do not use Welsh as a first language.

People's voices are heard and listened to. People are consistently involved in planning and reviewing their care and support. Personal plans focus on their goals and aspirations. People are involved in their reviews and identifying outcomes they would like to achieve. People told us staff are respectful and treat them with respect. The Responsible Individual (RI) routinely consults people using the service in ensuring they are happy with the service, and if any improvements are needed.

Care & Support — Good

People are provided with good quality care and support by skilled management and care staff that know them well. We found staff have developed very strong and trusted relationships with people. People told us: *"I was worried about a new service, but it's worked out well, so I count my lucky stars"* and *"they have all been great, they are all friendly and they do what is asked".* We saw care workers dedicated to their role and improving the lives of people's wellbeing telling us *"It's been nice working with the company and lovely clients"* and *"really enjoying".* Managers are accessible, informed and are very familiar with people's support needs.

Personal plans were of a high quality, incorporating information from relevant professionals and they were strengths based, and outcome focused. They outlined how care workers should support people to achieve the individual wellbeing outcomes. Documentation confirmed people and professionals were an integral part in care planning and reviewing outcomes. Although the provider needs to ensure a detailed initial assessment is always completed. People are supported to be independent and contribute to the decisions that affect their lives.

There is a proactive positive culture in the service with staff promoting a strength-based approach to their work with people. Staff have a good understanding of the individual's needs and empowered people to work towards and achieve their personal goals. Staff are professional and place people at the heart of the service. Comments from individuals included: *"they do what you want with respect, I really like them", "they seem to know the information before they come and are knowledgeable, they understand my needs*". Whilst staff are well trained, it was found that further specialist training in some areas would be beneficial. This includes more advanced training in mental health.

Daily staff recordings are clear and concise. Follow up actions and any professionals consulted are not always clearly documented. This means some concerns may be missed. This was discussed with the provider who assured us this will be addressed.

Leadership & Management — Good

People can expect the service being provided to be clearly reflective of the Statement of Purpose (SoP) and the Guide to Service. The service provider has good oversight and governance arrangements in place. This includes the responsible individual (RI) routinely consulting people using the service through home visits and via feedback surveys. In addition, they regularly engage with and consult staff with the aim to improve the service. These quality assurance processes result in a comprehensive bi-annual quality of care report. This reflects improvements and achievements made over the previous months, as well as future areas for further development. The management team undertake regular audits of care planning documentation and complete staff spot checks. All staff visits to people are closely checked via an electronic call monitoring system. This includes the monitoring of call times and length of calls.

The provider's policies and procedures are right and proportionate to the needs of people supported by the service. The service benefits from the support of an external human resources consultancy ensuring they are reviewed regularly and align with current legislation and national guidance. We found staff had a good understanding of key policies such as safeguarding and whistleblowing and have easy access to them if needed. People using the service know how to raise any concerns and are confident these will be acted upon.

People achieve their personal outcomes because the service provider makes sure there are trained and well supported staff to deliver quality care and support. The service provider has strict selection and vetting processes for hiring staff ensuring all staff and volunteers are qualified and trustworthy. Managers provide regular and consistent supervision and support to staff. There is good communication between the management team and community-based staff. Staff told us *"the company have been really supportive"* and *"they are supportive and understanding".* People overall receive help from a strong staff team who know them well. One person supported by the service said, *"I sometimes have different carers, but they are all great*". People benefit from well trained staff who have ongoing training based on the needs of people they support.

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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