Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care and Grace Ltd

2 The Struet, Brecon, LD3 9DD

07485173594

The inspection visits for this service took place between 23/09/2026 and 02/10/2026

Service Information:

Operated by:	Care & Grace Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults, Supported living
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	Good
Care & Support	Good
Leadership & Management	Requires Improvement

Summary:

Care and Grace Ltd is a domiciliary support service that offers care and support to people in their own homes and within the community in the Powys Regional Partnership area.

People receive reliable, person-centred care from a consistent team who know them well. They feel listened to, involved in decisions and confident that care staff understand their needs and preferences. Effective communication, positive relationships and proportionate risk management support people's safety, independence and well-being.

Care staff receive appropriate training, supervision and guidance. Personal plans generally provide clear direction, medication and safeguarding arrangements support safe care. The service should further strengthen the recording of outcomes in reviews and ensure all risk assessments fully reflect each person's circumstances.

Managers are approachable and have improved quality assurance and oversight. However, shortcomings in regulatory compliance and workforce contingency planning mean governance arrangements are not consistently robust. The provider must strengthen oversight and establish sustainable arrangements to protect continuity of care.

Overall, people experience good outcomes for well-being and care and support. Leadership and management require improvement.

Findings:

Well-being — Good

People have access to clear and relevant information about the service, helping them make informed choices about their care and support. The Statement of Purpose, Service User Guide and key policies provide comprehensive information about the service. These documents are being translated into Welsh. People and relatives told us communication with managers is good and described the Responsible Individual (RI) and manager as *"very accessible"* and *"responsive".* Regular contact and home visits help ensure people remain informed and involved in decisions about their care.

People experience positive outcomes that enhance their quality of life and support them to remain living in their own homes. People and their relatives consistently told us the service has made a significant difference to their lives, reducing stress and providing reassurance that care needs are being met. People benefit from support delivered by a small, consistent team of care staff who know them well and understand their individual needs and preferences. Feedback described care staff as *"extremely kind", "caring"* and *"respectful".* We saw evidence of positive relationships between people and care staff. Personal plans are outcome-focused and demonstrate the involvement of people and their representatives in planning and reviewing care. Care staff also work effectively with health and social care professionals to support people's changing needs.

People's safety and well-being are promoted through effective risk management arrangements. Policies and procedures have been reviewed and strengthened since the last inspection and provide clear guidance for care staff. Personal and environmental risk assessments are comprehensive and reviewed regularly to support people safely while maintaining their independence. Care staff demonstrated a good understanding of safeguarding and whistleblowing procedures, and clear systems are in place for reporting accidents and incidents. Effective communication processes ensure changes in risk are promptly shared with care staff and reflected within the electronic care management system.

Overall, people experience positive outcomes because they receive reliable, person-centred support from care staff who know them well and are committed to promoting their well-being. Strong communication, effective risk management and consistently positive feedback from people and their relatives support our judgement that outcomes for well-being are good.

Care & Support — Good

People receive good-quality, person-centred care that promotes their well-being and reflects their individual needs, preferences and outcomes. Personal plans are developed with people, their representatives and relevant professionals where appropriate. Plans clearly reflect people's routines, wishes and beliefs, and provide care staff with effective guidance to deliver consistent care. People and relatives told us they are involved in planning and reviewing support and told us they *"feel listened to"* and *"included in decisions about their care".*

People benefit from support provided by a consistent team of care staff who know them well and understand their individual needs. This promotes continuity, positive relationships and good outcomes for people. Feedback from people and relatives was consistently positive, highlighting the reliability of care staff, effective communication from the office and management team, and the respectful way care is delivered. People can exercise choice, including the gender of care staff supporting them.

Skilled, trained and competent care staff support people. Recruitment and retention arrangements are effective and help ensure continuity of care. Care staff receive relevant training to meet people's needs, including specialist training where required. We found a positive and supportive culture throughout the service. Care staff demonstrated a clear commitment to supporting people and promoting their well-being. Medication support is managed effectively, supported by appropriate training, competency assessments and accurate records.

People can be confident they are supported safely. Care staff receive training in safeguarding, infection prevention and control, and safe working practices, and demonstrated a good understanding of their responsibilities. Our observations confirmed care staff used personal protective equipment appropriately. People and relatives consistently told us they *"feel safe"* with the support provided. Risk assessments are in place and reviewed regularly to help protect people while promoting their independence.

Overall, people experience positive outcomes because they receive reliable, personalised care from a skilled and committed workforce. Effective care planning, strong care staff relationships and consistently positive feedback from people and relatives demonstrate good outcomes for people's well-being. There are opportunities to further strengthen the recording of outcomes within reviews and enhance the individualisation of some risk assessments. These are minor areas for development and do not detract from the overall quality of care and support provided. Consequently, outcomes for Care and Support are good**.**

Leadership & Management Requires Improvement

People, relatives and care staff told us they have confidence in the service and described managers as approachable, supportive and responsive. We found a positive culture where people are treated with dignity and respect. Care staff told us they *"feel valued"* and *"well supported"* through regular communication, supervision and guidance.

The provider has strengthened governance and quality assurance arrangements since the last inspection. We saw improved auditing, quality monitoring and oversight of care delivery, supported by RI visits and six-monthly quality of care reviews. Feedback from people, relatives, staff and professionals is used to inform service development and drive improvements. Policies and procedures have been reviewed and generally reflect current legislation and good practice. Managers also undertake regular spot checks and quality-monitoring visits to assess the standard of care provided.

The provider has effective recruitment, induction, training and staff support arrangements in place. Records demonstrate consistent supervision, annual appraisals and appropriate oversight of staff training, helping to ensure people are supported by a skilled and competent workforce. However, governance arrangements are not sufficiently robust in all areas. Especially relating to longer term staffing arrangements as the service relies heavily on an oversees sponsored workforce. Although this has not impacted on people's safety or the continuity of care at the time of inspection, it demonstrated shortcomings in organisational oversight and regulatory compliance. The service is working with Powys Local Authority to achieve workforce stability and continuity of care.

Whilst we found strengths in leadership, staff support and quality assurance processes, these governance and compliance shortcomings mean arrangements are not consistently robust. Therefore, outcomes for Leadership and Management require improvement. The provider must strengthen oversight and staff contingency arrangements.

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
People's safety or their continuity of care may be at risk because governance arrangements are not sufficiently robust in all areas. Especially relating to longer term staffing arrangements as the service relies heavily on a oversees sponsored workforce.	23/09/26

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

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