Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Independant Homecare Services Ltd

Unit 5 Thornhill Retail Park, Thornhill, Llanishen, Cardiff, CF14 6RG

02922473303

www.ih-services.com

The inspection visits for this service took place between 28/05/2026 and 05/06/2026

Service Information:

Operated by:	Independent Homecare Services 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	Good

Summary:

Independent Homecare Services Ltd provides care and support across Cardiff and the Vale of Glamorgan. They support adults with a wide range of needs, specialising in palliative and end-of-life care.

Well-being is rated as excellent as people are at the centre of care, supported by a culture of kindness, compassion and listening. People feel valued, connected and secure with a strong sense of belonging.

Care and support is rated as excellent because people receive care that is highly personalised and compassionate. Care exceeds expectations and promotes well-being.

Leadership and management is rated as good with a well-led service, committed leadership and a positive, values-driven culture evident in practice.

Findings:

Well-being — Excellent

People experience excellent well-being because the provider places them at the centre of care. The provider has a strong culture of kindness, compassion and listening. We found people feel valued, connected and secure, with a strong sense of identity, belonging and purpose. Continuity of care means care staff know people well. People develop strong, trusting relationships with care staff, often describing them as "*Like my family," "Part of the family," "Friends."*

Care staff support people to achieve meaningful relationships and highly personalised outcomes. People describe clear benefits to their well-being. One person told us "*They make my quality of life better; they know me inside and out.*" Relatives also report significant improvements to people's well-being. One relative said "*Mum is happier than she has been in a very long time, she laughs and sings with them… they make her happy*." Feedback from people and families is overwhelmingly positive, with many describing the service as outstanding. One person told us, "*They are the best care agency I have ever had."* Another said, "*They go above and beyond… we couldn't wish for more."* One relative told us, "*They spend time talking… my grandmother loves to share her stories*."

Care staff promote independence and dignity. People told us they consistently have choice and control over their lives. One person said, "*They always ask what I want… and make sure I have everything I need*". Care staff are responsive to people's changing moods and adapt their approach accordingly. One person said "*When I feel anxious and don't want to get up, the staff take time to reassure me. They stay with me and then I feel comfortable."*

The provider recognises some people may become socially isolated. They have developed an ongoing programme of community events and outings. These activities promote well-being and reduce loneliness. They help people stay active and engaged in their community. People are also supported through a wide range of tailored experiences. These include visits to Barry Island for fish and chips and ice cream. Care staff support people to revisit places of personal importance and participate in group lunches and informal social gatherings. The provider has also created a story book for one person, which includes photographs and descriptions of all their outings and adventures.

Care staff demonstrate kindness through additional support, such as celebrating special occasions and supporting bereaved relatives. At Christmas, the provider supports people living alone. They prepare a Christmas lunch, provide a cracker and a small gift and spend time with them to ensure they are not alone.

Care & Support — Excellent

People receive consistently excellent care and support which meets their needs and promotes well-being. People experience outcomes exceeding expectations due to the compassion and dedication of staff. We found care is person-focused rather than task-focused, with staff taking time to ensure people feel comfortable, respected and valued. People are supported to identify their goals. Personal plans outline how staff should support people to achieve their outcomes.

Staff often go beyond expected tasks. People and their families consistently describe excellent experiences of day-to-day care. A family member said, *"None of the calls are rushed… they focus on what she needs rather than a set agenda."* Another relative told us *"They recognise I am struggling too, and help with things they don't have to do, like making the bed or folding washing."* Another said, *"They look after me as if I were their own mother."*

We found strong evidence of care staff being proactive in monitoring and responding to health needs. Examples include identifying dehydration and escalating appropriately*."* Other examples include noticing physical changes such as swelling. *Relatives told us "they are always looking out for her"* and we saw staff are quick to identify any signs of concern and report these in a timely manner. We also saw evidence of longer-term improvements in well-being. One family member told us *"Since they've been coming, mum has gained weight and is much better. Care staff and management eat with mum to ensure she maintains a nutritious diet. They offer encouragement and companionship. Mealtimes are now a positive and supported experience".*

The provider works closely with families and professionals, to ensure care is coordinated. People told us, *"They contact us straight away if there are any concerns."* A relative told us *"They deal with changes to medication or food seamlessly."*

The provider has policies and procedures in place to ensure safe care delivery. People report feeling safe and well supported and know how to report safeguarding concerns. Medication policy supports staff administrating medication correctly. Daily care is delivered in a clean and hygienic manner, with staff wearing appropriate personal protective equipment (PPE). Staff clean appropriately after providing support.

Leadership & Management — Good

People benefit from a service which is well-led, with a strong, positive culture and committed leadership. Leaders and staff demonstrate clear values centred on kindness, respect and person-centred care. There is a highly supportive and approachable management team, and a workforce who feel valued and well supported. Relatives consistently speak highly of leadership. One person told us *"Leadership is excellent… they clearly lead by example."* Another said, *"The managers are approachable and always available to discuss anything."* Families describe the leadership team as visible, proactive, and personally invested. One said, *"Managers visit regularly and know mum well."* Staff also reflected this positive culture, saying "They *are very caring management… a pleasure to work for," and* "*We are a caring and devoted company."* Staff also confirmed they feel well supported and management are *approachable* and always there to help.

The provider has strict selection and vetting processes for hiring staff to ensure all staff are safe to work with adults at risk. We found staff complete induction and shadowing before working independently. Staff are appropriately trained and supported to deliver care. Ongoing training and refresher courses are provided so staff maintain their skills. Regular supervision and appraisal processes are in place to ensure staff feel well supported.

Leaders ensure continuity of care through providing consistent staff, which supports consistency and quality. Any alterations to the schedule are communicated to people, and alternative staff are allocated. New staff are introduced gradually, a relative explained *"New carers come with someone experienced to make sure they know mum's routine."*

Leadership and culture are strong. We found some opportunities to further strengthen formal governance arrangements. We noted some improvements are needed in relation to oversight to ensure audits are consistently recorded. We are reassured the provider has recognised these areas and is already taking positive steps to enhance systems. This includes improving audit processes, strengthening communication, increasing oversight of care planning, and developing more robust quality assurance arrangements. Outcomes for people require improvement because we are not assured there is effective oversight and we expect the provider to make improvements.

People receive care from staff who are well-prepared for travel, traffic, and parking. Each visit is meticulously planned to include time for meaningful interactions and emotional support, in addition to personalised physical care which caters to individual needs and preferences.

Feedback from people and staff is encouraged by the provider and is used to improve service delivery.

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 experience improved wellbeing and quality of life in practice; however, governance and oversight requires improvement to ensure that risks to people's health and safety are reduced as far as is reasonably possible.	28/05/26

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

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.