Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gofal Cymunedol Ltd

Yelverton House, St. John Street, Whitland, SA34 0AW

01267 610237

The inspection visits for this service took place between 30/04/2026 and 05/05/2026

Service Information:

Operated by:	Gofal Cymunedol 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	Excellent

Summary:

Gofal Cymunedol Ltd is a domiciliary support service for adults operating across Carmarthenshire, Ceredigion, and Pembrokeshire.

People consistently receive exceptionally high-quality, person-centred care that has a transformational impact on their well-being, independence, and overall quality of life. Feedback from people, family members and professionals is overwhelmingly positive. Individuals describe the service as *"outstanding"* and *"amazing,"* and essential to their ability to remain living independently at home.

People experience excellent well-being outcomes; they are actively involved in their care and receive support that is delivered in a person-centred way. The care and support provided is of an excellent standard, and people consistently share incredibly positive experiences of the service.

Leadership and management within the service is highly effective, visible, and values-driven, creating a strong, positive culture where both people and care staff feel supported, valued, and respected. The Responsible Individual (RI) and management team demonstrate robust oversight, strong governance, and a clear commitment to continuous improvement, ensuring that excellent standards of care are consistently maintained and enhanced.

Findings:

Well-being — Excellent

Gofal Cymunedol Ltd delivers consistently excellent well-being outcomes for people, with clear evidence that care and support has a positive and sustained impact on individuals' lives.

Through our observations, discussions, and review of records, we found that care staff know people exceptionally well, enabling them to provide highly personalised support that promotes choice, control, independence, and emotional well-being. Interactions are warm, respectful, and genuinely caring, demonstrating a strong, embedded culture of compassion and dignity.

People are supported to live safely and exercise choice and control over their day-to-day lives. People and their families have a strong voice in how their care is delivered and are routinely involved in decisions about their care. Their choices and wishes are highly respected, and they are supported to do the things that matter to them, having control over their lives. A family member told us "*They (carers) are very caring, kind, and happy. They know him really well. They do what we ask, they are fantastic."*

The service respects people's cultural and language preferences and is working towards providing the Welsh language 'active offer.' Some documents such as the Service User guide have been translated and the service will ensure personal plans are translated if required. The manager is fluent in Welsh and able to conduct an assessment through Welsh. Care staff are extremely considerate and respectful when supporting Welsh speakers and some care staff are making the effort to learn Welsh.

People told us they feel safe and respected by the care staff who support them. One person told us, "*They are amazing, all of them, they encouraged me, I felt better from the day they came*" and another said, "*They are outstanding, I can't say a bad word*."

The service works effectively with health and social care professionals. Advice from other professionals is acted upon and used to inform and update people's personal plans. The provider has robust arrangements in place to keep people safe and protected from harm and abuse. Care staff receive safeguarding training and are supported by clear, comprehensive policies and procedures. Care staff demonstrated a strong understanding of their safeguarding responsibilities and were confident in how to report any concerns.

Family connections are supported with online technology and opportunities to keep in touch. Up to date information is shared with family members providing reassurance and comfort when they are unable to physically visit in person.

Care & Support — Excellent

People receive exceptional quality care that is consistently tailored to their individual needs, preferences, and desired outcomes. Care staff are highly skilled, experienced, and motivated, and demonstrate a deep understanding of the people they support, resulting in meaningful and positive outcomes.

The provider undertakes thorough and comprehensive assessments prior to delivering care to ensure people's needs can be fully met. Information is gathered from individuals, families, and professionals to inform care planning, ensuring a holistic and person-centred approach from the outset.

Care plans are highly detailed, outcome-focused, and regularly reviewed, ensuring they remain responsive to changing needs. People are actively involved in developing and reviewing their plans, which strengthens their sense of ownership and control. There is clear evidence that care supports people to achieve personal goals, maintain independence and improve quality of life, including remaining in their own homes for longer.

The use of a digital care system represents an example of effective and innovative practice. This enables care staff to record information in real time, improving communication, responsiveness, and oversight. Managers are able to identify changes in need promptly, ensuring timely adjustments to care. Family members can also access records if they wish, which enhances connection, transparency, trust, and engagement.

People told us they are very happy with the care and support they receive and describe the care staff as, "*amazing, always smiling*" and "*wonderful."* A family member said, "*I don't know what we would do without them*." Call runs are arranged to ensure there is sufficient time to travel between calls and overall, care staff arrive on time however, if they are running late, they will let people know.

Staffing arrangements are well managed, with sufficient time allocated between visits to ensure safe and effective care delivery. Where delays occur, communication is maintained, demonstrating respect and consideration for people.

People are kept exceptionally safe through a strong safeguarding culture and well-embedded systems. Care staff demonstrate excellent knowledge and confidence in safeguarding procedures, and training is current and effective. Policies and procedures are comprehensive and consistently applied in practice.

Infection prevention and control is a particular strength. High standards are embedded into daily practice, with care staff demonstrating consistent and correct use of personal protective equipment.

This contributes significantly to protecting people’s health and well-being.

Leadership & Management — Excellent

Leadership and management within Gofal Cymunedol Ltd are consistently excellent and have a clear, positive impact on the quality of care delivered.

The service is led by a highly visible, approachable, and values-driven management team, including the Responsible Individual (RI), registered manager and deputy manager. They promote a clear vision centred on respect, dignity, and person-centred care, and this is fully embedded across the service.

People, families, and care staff consistently describe the management team as supportive, responsive, and accessible. Feedback from people receiving care and care staff consistently confirmed that the management team are visible, approachable, and supportive. This leadership approach fosters trust and reassurance and contributes to a positive, open environment where people feel listened to, respected, and valued. One person told us, "*I could ring the manager anytime or (Responsible individual), he's even been to see me." Care* staff feedback further reflects the strength of leadership, care staff members told us, "*They listen, they care, they are very kind*", "*they are really supportive, and genuinely care*" and "*the support exceeds my expectations, they go above and beyond for staff".*

Governance systems are robust, well embedded, and highly effective. Regular audits, quality assurance processes, and RI visits ensure that standards are continuously monitored and improved. Feedback from people, care staff and stakeholders is actively sought through questionnaires and engagement, and there is clear evidence that feedback is valued and used to drive service improvements.

Workforce development is a key strength. Care staff receive a comprehensive induction, ongoing training and regular supervision, enabling them to maintain and develop their skills. There is a strong focus on continuous learning and progression, with opportunities for care staff to develop leadership skills and advance within the organisation.

The provider demonstrates a clear commitment to continuous improvement, reflecting on practice and identifying areas for further development, including strengthening Welsh language provision, and continuing to enhance quality assurance processes.

Care staff receive their rota in advance and their preferences are considered. Travel time is allocated and care staff receive a paid break during the morning calls. Overall, the strong leadership culture creates a positive, open, and inclusive working environment, where care staff feel valued, respected, and motivated. As a result, care staff retention is high, and people benefit from consistent, familiar carers who know them well.

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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