Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care and Companionship with Emma Ltd

Sir Benfro House, Brunel Quay, Neyland Marina, Milford Haven, SA73 1PY

07710268380

The inspection visits for this service took place between 19/10/2026 and 22/10/2026

Service Information:

Operated by:	Care and Companionship with Emma Ltd
Care Type:	Domiciliary Support Service
Provision for:	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	Good

Summary:

Care and Companionship with Emma Ltd is a registered domiciliary support service which provides care and support to people in their own homes in Pembrokeshire.

Well-being is good because people are supported to maintain their independence, achieve their well-being outcomes and live safely within their own homes. People are treated with dignity and respect, and people's voices are heard and listened to by care staff who know them well.

Care and support is good because people have control over their daily lives and receive care and support from care staff who are kind, compassionate and consistent.

Leadership and management is good because the service has effective governance and oversight in place and encourages a compassionate culture in the service. Care staff feel valued and supported and benefit from positive working conditions.

Findings:

Well-being — Good

People are treated with dignity and respect and are supported to maintain control over their day to day lives. Feedback from people was consistently positive about the service they receive. They told us their calls are on time, and someone lets them know if care staff are running late. People benefit from warm, trusting relationships with care staff who know them well. During the inspection, interactions between people and care staff were observed to be warm, compassionate, relaxed, natural and positive.

People experience positive outcomes because they receive care and support from care staff who know them well and place a strong emphasis on promoting dignity, choice and independence. We found people are treated with kindness and respect and are supported by care staff who take time to build meaningful relationships with them. Care staff communicated sensitively and adapted their approach to individual preferences, ensuring people remained at the centre of decisions about their care and daily routines. People are supported to maintain their health and well-being. People's care and support needs are regularly reviewed, and personal plans are updated to reflect any changes in need or circumstances.

People feel safe and listened to. People told us they are happy with the support they receive and consistently described care staff as kind, caring and dependable. One person told us they were *"really happy"* with the service and the care staff *"are all great, I can't say a bad word"*. Another person told us, "*I feel brighter, more connected, and not so isolated anymore".* Feedback from people and their relatives demonstrated that they trust the care staff and value the relationships they have developed. The service benefits from a low staff turnover which supports continuity of care.

People are supported to remain living in their own homes and maintain relationships with people who matter to them and the wider community, helping to strengthen their emotional well-being and sense of belonging. During visits we saw people discussing life history, important events, community activities and future plans with care staff. The manager and care staff have a good understanding of individual needs and preferences and respectfully encourage choice and independence. People are encouraged to keep autonomy over their daily lives and are actively involved in planning and co-production.

The service is working towards the Welsh Active Offer by identifying and responding to people's language preferences. Welsh-language documentation is available on request, and some staff are able to communicate in Welsh.

Care & Support — Good

People receive good quality care and support that is tailored to their individual needs, preferences, and circumstances from care staff who know them well, promoting positive outcomes. Interactions between people and care staff are warm, meaningful, and highly valued. We found that care staff have developed strong, trusting relationships with people, enabling them to feel safe, respected, and supported. People spoke positively about the care they receive, telling us staff are "*kind", "lovely*", and that they "*trust them*". Relatives told us "*The carers know Mum really well and treat her with kindness and respect*" and "*The carers have made such a difference to Mum's life*".

Throughout our inspection, we observed a committed and caring staff team who demonstrated genuine compassion and a desire to improve people's well-being and quality of life. The service promotes a positive culture, with care staff adopting a strengths-based approach that recognises and builds upon people's abilities. Care staff work alongside people to maximise their independence and achieve outcomes that are important to them. Care staff are professional and place people at the heart of the service.

People are encouraged and supported to maintain their independence, exercise choice, and contribute to decisions about their care and support. The service has effective assessment processes in place to ensure people's needs can be met safely and appropriately. Care staff demonstrate a good understanding of people's daily routines, preferences, communication methods, and support requirements. Documentation provides care staff with guidance to promote consistency of care. Risk assessments provide care staff with guidance to support people safely whilst promoting independence and positive risk-taking where appropriate.

People's risk of infection is minimised through effective infection prevention and control arrangements. Care staff receive appropriate training and have access to suitable personal protective equipment, enabling them to follow good practice and help protect the health, safety, and well-being of the people they support. Regular audits are undertaken to monitor practice and identify areas for improvement.

Safeguarding policies and procedures are in place to keep people safe and protected from harm and abuse. Care staff are aware of their responsibilities should they have any concerns.

Leadership & Management — Good

The service is well led by a highly visible, approachable and values-driven Responsible Individual (RI) who is also the registered manager. They promote a clear vision centred on respect, dignity and person-centred care, and this is fully embedded across the service. This creates an environment in which people and care staff feel well supported.

People benefit from a positive and nurturing culture where care staff work together to provide consistent care and promote positive outcomes. Care staff describe feeling valued within their roles and speak positively about the culture within the service which contributes to consistent care and support for people. Care staff feel there is very strong communication and support provided by the manager. Care staff told us, "*They listen, they are really supportive"* and "*she is really supportive, always available, it's a great company to work for*". Relatives also spoke positively regarding communication, we were told "*Communication has been excellent from the very beginning*". This leadership approach fosters trust and reassurance, which contributes to a positive environment where people feel listened to, respected, and valued. Workforce arrangements support the delivery of good outcomes and help ensure people receive safe, reliable and person-centred care.

The service has established governance and quality assurance arrangements which provide assurance that people receive safe and appropriate care and support. There is a clear commitment to maintaining standards and improving outcomes for people using the service. Feedback from people, care staff and relatives is actively sought through questionnaires and engagement, and there is clear evidence that feedback is valued and used to drive service improvements.

People benefit from support provided by a suitably recruited, trained and supported workforce. Recruitment processes help ensure appropriate checks are completed before staff commence employment. Care staff receive a comprehensive induction, ongoing training and regular supervision, enabling them to maintain and develop their knowledge and skills. Investment in workforce development contributes to a skilled and confident staff team. Care staff demonstrate a good understanding of their roles and responsibilities and are able to meet people's needs effectively.

Staffing arrangements are effective and well managed, with sufficient travel time allocated between visits to support safe, person-centred care delivery. This enables staff to provide support without feeling rushed and allows meaningful engagement with people. Where unavoidable delays occur,

staff maintain communication with people, demonstrating respect, consideration, and a commitment to ensuring people remain informed.

People benefit from a service that is committed to learning and improvement. Governance and oversight arrangements contribute to the ongoing development of the service. The service has created a professional and caring culture that allows people to live as independently as possible in their homes, supported and cared for by care staff who are motivated, reliable and compassionate.

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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