Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Akalifamcare ltd

14-16, Princess House, Princess Way, Swansea, SA1 3LW

07401345645

The inspection visit took place on 05/08/2026

Service Information:

Operated by:	Akalifamcare 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	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

Akalifamcare Ltd is a newly registered domiciliary support service providing care and support to a small number of people within the West Glamorgan area.

People achieve excellent wellbeing outcomes because they have a voice and receive highly personalised care from staff who know them well and understand their individual preferences, routines and goals. People and relatives consistently described the service as caring, reliable and responsive. Strong continuity of care enables trusting relationships to develop, promotes choice and control, and supports people to achieve positive outcomes such as improved confidence, independence and emotional wellbeing.

People receive good quality care and support that is tailored to their assessed needs and personal outcomes. Care plans are detailed and person-centred, with evidence of effective monitoring of health, nutrition, hydration and skin integrity where required. Staff work collaboratively with families and healthcare professionals to ensure people receive appropriate support. Safe medication management systems and infection prevention arrangements are in place.

The service benefits from good, committed leadership and management and a positive culture that promotes person-centred care. Effective systems are in place to oversee care delivery, staff training and communication with people and their families. Staff reported feeling well supported and valued, and training arrangements help ensure people are cared for by competent staff. As a new and relatively small service, many governance and quality assurance processes are still developing and have not yet been fully embedded.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives, and experience highly personalised care that is focused on achieving outcomes that matter to them. As a newly registered service supporting a small number of people, Akalifamcare Ltd can provide exceptional continuity and consistency of care. People are supported by a small, familiar staff team who know them well, understand their preferences and respond flexibly to changing needs. Feedback is consistently positive, with one relative telling us, “We *have two carers who provide us all our calls, and they feel like part of the family. Nothing is too much for them*", whilst another person said the service had "*given me back my confidence and independence*". People and/or their representatives are involved in planning and reviewing their care and confirmed this to us. Care delivered is supported by electronic systems that enable families to access information and updates in real time. We found strong evidence of positive outcomes being achieved, including increased confidence, improved independence, enhanced wellbeing and the ability to continue participating in meaningful daily activities.

People are safe and protected from abuse and neglect, because they receive support from staff who understand their needs and are committed to promoting their wellbeing. The service's small scale enables close managerial oversight and allows staff to identify and respond quickly to changes in people's circumstances. Care records reflect people's health conditions, risks and required support, and staff monitor areas such as skin integrity, nutrition and general wellbeing. People and relatives express high levels of confidence in the service, with one relative commenting that staff "*always walk in with a big smile on their faces which puts us at ease straight away*", while another stated they could "*absolutely trust them*". Robust safeguarding procedures, electronic monitoring systems and medication management arrangements further support people's safety. Although some risk assessment documentation requires further development as the service grows, this had not impacted on outcomes, with evidence demonstrating people consistently receive safe, reliable and compassionate care.

People are supported to cultivate safe and healthy relationships and maintain meaningful connections with those important to them. Strong, trusting relationships have developed between people and staff, supported by the consistency of care that people repeatedly told us they value. One relative described how support workers had developed "*a good rapport and trust*" with their family member, while another commented, "*these ladies show the way for how proper care should be*". Staff also support people with companionship, shopping, appointments and community access, helping to reduce isolation and improve emotional wellbeing. Families describe feeling reassured by regular communication and involvement in care. Whilst the service is currently working towards the Welsh active offer, the introduction of some basic Welsh words into daily

interactions was evident and the service is actively embracing Welsh culture.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes, because care is planned and delivered in a person-centred way that reflects their individual needs, preferences and aspirations. Whilst currently supporting a small number of people, Akalifamcare Ltd has been able to develop detailed knowledge of each person and provide flexible support that evolves as their needs change. Care plans seen, contain good information about people's health conditions, routines, outcomes and support requirements, and are regularly reviewed. Records demonstrate effective monitoring of areas such as skin integrity, nutrition and hydration where required. People and relatives consistently describe positive outcomes being achieved, including improved independence, confidence and wellbeing. One person told us the service was "*very adaptable from support in the home to gardening and also provide transport as I'm no longer able to drive,*" and said the support had given them confidence following discharge from hospital. A relative described how routines and consistent support were "*bringing back her confidence to get back on track,*" and helping their family member move forward positively.

People are protected from harm and abuse, because staff understand people's risks, vulnerabilities and support needs and work closely with families and professionals to reduce the likelihood of harm. Assessments and care plans contain information about health conditions, mobility needs, skin care, nutrition, environmental risks and safeguarding considerations. The service has established safeguarding procedures, staff training and reporting arrangements which support safe care delivery. We saw changes in people's well-being are identified and acted upon appropriately, including close monitoring of health conditions and liaison with district nurses, GPs and family members where required. The service's size means managers participate and maintain direct oversight of people's care and respond promptly when concerns arise. Although further development of some standalone risk assessments is required, staff demonstrate a good understanding of people's individual risks and the actions needed to minimise them.

Medication is managed safely through a combination of electronic and paper-based systems that support safe administration, monitoring and accountability. Medication information is clearly recorded within care documentation and staff have access to up-to-date information through the electronic care system. We saw medication administration can be monitored in real time, with oversight from management. Staff receive medication training and competency assessments appropriate to their roles. People's risk of infection is minimised, because the service has appropriate arrangements in place to support safe practice and reduce the spread of infection. Staff receive infection prevention and control training and are equipped with Personal Protective Equipment packs containing gloves, aprons, hand sanitiser and other necessary equipment.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight tools in place. The provider has implemented a range of systems to support safe and effective service delivery, including electronic care planning, call monitoring, medication management and family communication platforms. These systems provide oversight of care delivery and enable people and their representatives to remain informed and involved. Quality of care reviews, audits and Responsible Individual (RI) monitoring arrangements demonstrate an understanding of regulatory requirements and a commitment to service improvement. Relatives speak positively about communication and transparency, one said "*I'd 100% recommend them to others, they really are super*". The provider has also invested in resources, including a wheelchair-accessible vehicle, to enhance opportunities for people to access their communities and achieve positive outcomes. However, as the service remains both new and small in scale, many of these governance arrangements have not yet had sufficient time to become fully embedded or tested across a larger service. Whilst the foundations are positive, the effectiveness and sustainability of these systems will require further evaluation as the service develops and grows, and this will be considered in greater depth at future inspections.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs, because the provider has established effective arrangements for recruitment, induction, training and workforce development. The management team brings significant professional expertise to the service, with the RI and other members of the care team holding nursing qualifications. Training records demonstrate good compliance with mandatory training and appropriate induction processes for new staff. Staff describe a positive and supportive culture where learning and development are encouraged. One staff member said management is "*approachable, supportive and always willing to listen when help is needed*", while another told us they were "*proud to work for a first-class care provider*". Staff consistently report feeling valued and well supported in their roles, which contributes to stable care delivery and positive outcomes.

Care staff have sufficient time to provide the care, and support people need. People and relatives consistently describe care as reliable and person-centred, with continuity of staffing identified as a particular strength. One relative commented that staff "*go over and above in their care*", while another described the service as "*professional, reliable and willing to do a variety of jobs*". Staff also reported benefiting from flexible working arrangements and positive employment practices, with one member of staff highlighting the organisation's "*fair working opportunities*". Most care packages are privately funded where people can choose how they want their care delivered. The small size of the service enables consistency and flexibility to support this way of care delivery which helps staff to spend meaningful time with people and respond to their changing needs.

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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