Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Share The Care with Laura

Thomas Sports, Sports House, Cambrian Place, Haverfordwest, SA61 1TN

01437805165

The inspection visits for this service took place between 23/09/2026 and 24/09/2026

Service Information:

Operated by:	Share the Care with Laura Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for children, Care and support for adults
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:

Wellbeing is rated good because people experience positive wellbeing outcomes through personalised, responsive support that promotes choice and independence. Care is tailored to individual preferences, with people and relatives involved in planning and review. Care staff build trusting relationships, support emotional wellbeing, reduce isolation and help people remain safely in their preferred environment.

Care and support is rated good because people receive person-centred care that is tailored to their individual needs, preferences and outcomes. Personal plans provide clear guidance for staff, supporting consistent and reliable care delivery. Continuity of care promotes trusting relationships, independence and wellbeing.

Leadership and management is rated good because people benefit from a visible and supportive management team which fosters a person-centred culture. Robust quality assurance systems, positive staff support, and ongoing training, supervision and development help ensure safe, consistent and responsive care.

Findings:

Well-being — Good

People have control over their day-to-day lives and are supported to achieve the outcomes that matter to them**.** People have good levels of choice and control and are supported to remain as independent as possible. Personal plans clearly describe people's preferences, likes, dislikes and routines, and we saw these were reflected in daily practice. People and their relatives are involved in planning and reviewing care, helping to ensure support is tailored to individual needs and outcomes. One relative told us care staff "*Will go over and above to ensure X can, with support remain as independent as possible in [their] home*." We found people were supported in ways that reflected what was important to them, including maintaining valued interests, routines and social connections.

People are supported to maintain and improve their emotional, mental and physical well-being. People are treated with dignity and respect, and care staff know them well. Continuity of care enables people to build trusting relationships with staff, helping them feel comfortable and secure when receiving support. Feedback from relatives demonstrated people feel safe, valued and well supported. One relative told us, "*Supportive and understanding staff have made X feel happy, supported, listened to and really cared for. [They] feels totally safe*." Another explained that staff "*Bring joy and laughter to [their] day and make [them] feel part of the world outside that [they] can no longer access.*" Records in people's personal plans and our observations also evidenced positive interactions and meaningful engagement between people and staff, demonstrating support that promotes emotional wellbeing and reduces isolation.

People are protected from abuse, neglect and harm**.** People's personal plans provide clear guidance to support people safely whilst promoting dignity and independence. Staff demonstrate an understanding of people's assessed needs and risks, and relatives expressed confidence in the support provided. Feedback from people and their relatives consistently indicated people feel safe receiving care from the service.

People receive support that responds to changes in their needs and circumstances. Records demonstrated the service works proactively with families and professionals to ensure support arrangements continue to meet people's needs. We saw examples where changes in people's circumstances had been recognised and acted upon, helping to ensure individuals continued to receive care that reflected their needs and enabled them to remain safely in their preferred environment.

Care & Support — Good

People receive consistently good quality care and support that helps them achieve their personal outcomes. Care is planned in consultation with people and their representatives and reflects people's wishes, preferences and daily routines. Personal plans reviewed provide a clear overview of people's assessed needs, preferences and desired outcomes, including how they wished their care and support to be delivered. This information support care staff to provide personalised, consistent and person-centred care. Personal plans generally contain relevant information about people's routines, preferences, risks and support needs, enabling staff to understand individuals' circumstances and deliver care in a manner that promotes their comfort, dignity, independence and overall wellbeing.

People benefit from good continuity of care, with support being delivered by staff who know them well and understand their individual needs. Feedback from people and their relatives was very positive regarding the reliability and consistency of the service. One person told us, "*Carers are very conscientious in fulfilling the times set on the rota and check at the end if there are any more tasks to fulfil*". Another relative told us, "*[Staff] always provide the best care, they are reliable and great at what they do."* This continuity enables staff to build positive relationships with people and develop a detailed understanding of their routines, preferences and changing needs. As a result, people receive care from staff they know and trust, which promotes their confidence, comfort and sense of security.

People are protected from the risk of infection because care staff consistently follow effective infection prevention and control practices. Care staff receive appropriate training, have their practice observed when they start employment, and are provided with personal protective equipment (PPE). Ongoing compliance is monitored through regular spot checks, helping to ensure standards are maintained. People told us care staff follow good hygiene practices and dispose of PPE appropriately. This provides reassurance that care is delivered safely in people's homes, supporting people to feel confident and protected.

People receive support with their medicines in line with their assessed needs. Appropriate arrangements are in place to help ensure medicines are administered safely and consistently. This provides reassurance that people receive support that promotes their health, safety and wellbeing.

Leadership & Management — Good

People benefit from effective leadership and management arrangements that promote positive outcomes and support the delivery of good quality care. The service is led by a visible and approachable management team who demonstrate a commitment to providing person-centred care. Feedback from relatives, professionals and care staff was consistently positive regarding the accessibility, responsiveness and leadership provided by management.

People and their representative's express confidence in the service and the way it is managed. One relative described the registered manager as an "*Outstanding leader, listened to our concerns and needs, and most importantly listened to X, showing kindness, empathy and understanding."* This reflects a culture where people's views are valued and where leaders seek to work collaboratively with people and their families to ensure care continues to meet individual needs.

Leaders have systems in place to monitor the quality and safety of care provided. Audits, spot checks, supervision arrangements and competency assessments support oversight of service delivery and help identify areas for improvement. This helps to ensure people receive reliable and consistent care from staff who understand their responsibilities and are supported to carry out their roles effectively.

There is evidence of a positive organisational culture where staff feel valued, listened to and supported. Staff spoke positively about the support they receive from management and described leaders as approachable and responsive. One care staff member told us "*The management team is fantastic in supporting their staff."* Other care staff told us they felt confident approaching management with concerns and feel supported to carry out their roles. This helps create an open culture where staff can raise issues, seek advice and contribute to service improvement.

People benefit from a workforce that receives regular training, supervision and opportunities for development. Staff described positive workforce practices, including structured induction arrangements, shadowing opportunities, team meetings and regular supervision. These arrangements help staff maintain the skills, knowledge and competence required to meet people's needs safely and effectively.

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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