



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Angelcare Wales Ltd



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www.angelcare.wales

The inspection visits for this service took place between 27/07/2026 and 29/07/2026

Service Information:

Operated by:	Angelcare Wales 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:

Angelcare Wales Ltd is a domiciliary support service providing personal care and support to people in their own homes. The service supports people with a range of needs, helping them to maintain independence, remain connected to their communities and achieve outcomes that matter to them. Feedback from people and relatives demonstrates the service plays an important role in enabling people to continue living safely at home for longer.

People experience excellent well-being outcomes because support is tailored to individual wishes, preferences and goals. Feedback is overwhelmingly positive; people told us they are involved in decisions about their care and receive support which promotes independence, dignity and choice. The service helps people maintain important relationships, reduce social isolation and remain at home.

People receive good, personalised care from staff who understand their needs and preferences well. Care plans are detailed, person-centred and supported by comprehensive risk assessments. Effective safeguarding, medication management and infection control arrangements help keep people safe.

Leadership and Management is good, the service is led by a management team that has established effective governance, quality assurance and workforce oversight arrangements. Staff are safely recruited, appropriately trained and report feeling well supported. People and relatives told us managers are responsive and approachable. Feedback from people and staff is used along with audits and reviews to drive improvement.

Findings:



Well-being

Excellent

People experience excellent well-being because support is consistently tailored around their wishes, preferences and personal goals. Care planning documentation provides rich information about people's histories, interests, relationships and what matters to them, enabling staff to deliver highly individualised care. People told us they receive support at times that suit their routines and can influence decisions about how care is delivered. One person said staff were “*Fabulous*” and had been “*A big help*,” enabling them to remain at home with their family. Another person told us carers support them to do what they want to do and were helping them access the community after a prolonged period at home. Records demonstrate a strong focus on promoting independence, choice and dignity through positive risk management. People receive dependable support from staff who understand them well and help them maintain control over their daily lives, resulting in consistently positive experiences and improved quality of life. The service is currently working towards the Welsh active offer and has introduced some basic Welsh words into daily interactions as well as embracing Welsh culture, and exploring the translation of key documents, whilst demand is low.

People are safe and protected from abuse and neglect. People benefit from care delivered by care staff who are recruited safely and understand their responsibilities for safeguarding and protecting vulnerable adults. Feedback confirms people feel safe with the care staff who support them, and relatives described carers as “*Professional*”, “*Attentive*” and “*Reliable*.” Effective systems support safe care provision. This includes electronic monitoring to ensure all care tasks are complete before staff leave a person's home. We saw the provider appropriately reports safeguarding concerns, works with partner agencies and acts when issues arise. Although there have been safeguarding incidents since the previous inspection, records demonstrate these were identified, reported and responded to appropriately, with learning used to strengthen practice and oversight.

People are supported to cultivate safe and healthy relationships which contribute greatly to people's emotional well-being. Feedback overwhelmingly described staff as “*Kind*”, “*Caring*”, “*Respectful*” and “*Compassionate*.” One person told us, “*I very much enjoy talking to them*,” whilst another described staff as “*Always willing to engage and chat*.” Relatives consistently report carers make a meaningful difference to their family member's quality of life. We saw examples of people being supported to maintain community connections, attend church services, reduce social isolation and sustain relationships which are important to them. These approaches enable people to feel valued, listened to and connected to their communities.



Care & Support

Good

People receive care that is personalised, responsive and focused on achieving outcomes which are important to them. We found personal plans to be detailed, person-centred and strengths based. They provide staff with clear guidance about people's life history, support needs, preferences, routines and goals, enabling staff to provide consistent care. Assessments contain good involvement from individuals and, where appropriate, their relatives and representatives. Feedback is positive, with one person describing the service as "10/10" and stating staff are "*Lovely, always willing to engage and chat, polite and respectful.*"

People are protected from harm and abuse. The service has systems and processes in place to help safeguard people and promote their safety. Staff receive safeguarding training and policies provide clear guidance on recognising and responding to concerns. Risk assessments are in place and those reviewed are comprehensive and proportionate, covering areas such as mobility, nutrition, skin integrity, environmental risks and moving and handling. The provider appropriately reports safeguarding incidents and demonstrates engagement with local authority safeguarding processes where required. Relatives told us communication is generally effective when concerns arise, with one family member stating the office staff are "*Very fast in dealing with issues that are causing concern*".

People are supported with medication effectively. This support is underpinned by policies, training and competency assessments for staff responsible for administering medicines. Personal plans clearly identify the level of support people need and include guidance on medication administration, allergies and specific health needs. Medication tasks are incorporated within the electronic care monitoring system, supporting accurate recording and reducing the risk of missed doses. We saw evidence of medication training being monitored, alongside competency assessments and refresher arrangements. Whilst medication errors have occurred since the previous inspection, these were reported appropriately, investigated and used as opportunities to strengthen oversight and staff practice. The provider maintains close monitoring of medication administration and reinforces expectations through supervision, training and management oversight.

People's risk of infection is minimised. Staff complete infection prevention control training and have access to equipment to enable them to undertake their roles safely. Infection control training is monitored through the provider's training systems and forms part of ongoing workforce development and competency oversight. Staff meetings regularly reinforce professional standards, health and safety responsibilities and safe working practices.



People achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and good quality care. Policies and procedures are in place to support the smooth running of the service and are reviewed routinely to ensure they continue to reflect legislation; The service is delivered in-line with the statement of purpose. We saw effective governance systems are in place which provide good oversight of care delivery, staff performance and service quality. Regular audits, quality reviews, management meetings and responsible individual (RI) visits monitor performance and drive improvements. We saw the RI listens to people and respond to feedback, evidenced by actions taken to improve care planning, communication and support for people experiencing loneliness and social isolation. Feedback is positive, with one person telling us, *"I like the management who try very hard to deal with any requests I make,"* whilst a relative described the service as *"Very reliable and always respond to calls or requests to discuss something."* The service has a positive culture where feedback from people, relatives and staff is valued and used to support improvement. Complaints, compliments and safeguarding matters are monitored appropriately and reviewed through established governance processes.

People receive support from staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Personnel files were viewed and we saw effective and safe arrangements in place to recruit, train and support staff. This includes pre-employment checks are completed, and Disclosure and Barring service (DBS) checks are in place and renewed as required. Care staff undertake a wide range of core and role-specific training relevant to the needs of the people they support. Training compliance, supervision, competency assessments and professional registrations are closely monitored, helping ensure staff maintain the knowledge and skills required to deliver safe care. Staff consistently described a positive and supportive working environment. One staff member said, *"It's a supportive and respectful working environment"* where *"Management is approachable,"* whilst another stated the support available is *"Second to none."*

People receive support from staff who have sufficient time to provide care, with a choice in their contractual arrangements. People told us they generally receive support at agreed times from staff who remain for the duration of their visits. One person said, *"They always stay the full time with me,"* whilst another confirmed adjustments were made promptly when call times no longer suited their routine. Electronic call monitoring, workforce planning arrangements and management oversight support the effective deployment of staff. Feedback from staff and governance reviews identified travel times and rota pressures as areas requiring continued monitoring, and we saw evidence of managers responding to these issues through team meetings and service reviews.

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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