



## Rachel Cares



Pool Farm, Bridgend, CF33 4PT



07426989935

The inspection visits for this service took place between 17/02/2026 and 18/02/2026

## Service Information:

Operated by:	Rachel Cares LTD
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

## Ratings:



Well-being

**Excellent**



Care & Support

**Excellent**



Leadership & Management

**Excellent**

## Summary:

People experience excellent well-being outcomes because care staff deliver person-centred support that fully reflects each person's needs, preferences, and personal choices.

The standard of care and support provided is excellent. Personal plans clearly identify people's outcomes and offer comprehensive guidance to staff on meeting their care and support needs. These plans are reviewed regularly to ensure they remain accurate and effective. Risks to health and well-being are appropriately assessed, monitored, and managed, creating a safe and supportive environment. The service benefits from a skilled and dedicated team of care staff who consistently promote people's independence and well-being, enabling people to continue to live in their own homes.

The service is underpinned by strong governance and quality assurance arrangements, supporting ongoing improvement. The Responsible Individual (RI) maintains effective oversight of service delivery. Regular engagement with both care staff and people receiving care ensures feedback is actively sought, valued, and used to shape service development. Routine quality-of-care reviews allow the service to monitor its performance and identify areas which can be developed. Recruitment processes are robust, ensuring staff are suitable to work with vulnerable people. A comprehensive programme of training and professional development equips staff with the skills and knowledge required to deliver high-quality care. Care staff report feeling supported and valued by the management team and express a strong sense of job satisfaction.

## Findings:



### Well-being

**Excellent**

People are supported to have as much control as possible over their day-to-day lives. People told us the service is flexible and responsive, enabling them to receive support not only with their care and support needs but also with social activities, such as accessing leisure or community facilities. People said care is provided at times that suit them, and if they need to change visit times for any reason, the service responds promptly and accommodates these requests as far as practically possible. This approach promotes choice, independence, and personal control.

People are provided with meaningful opportunities to express their views about the service they receive. Documented evidence shows three-monthly review meetings consider not only the care and support provided but also give people a dedicated forum to provide wider feedback about the service in more general terms. In addition, satisfaction surveys are distributed to both people using the service and staff to gather their views on service provision. The RI also meets regularly with people and staff to collate their feedback. This information is used to inform and support ongoing improvements within the service.

People are protected from harm and abuse through well-established safeguarding arrangements. The service has clear policies and procedures that underpin safe practice, and these are reviewed regularly to ensure they reflect current guidance and best practice. Care staff are safely recruited and benefit from ongoing training and development, ensuring they remain sufficiently skilled and knowledgeable. Care staff we spoke with demonstrated a clear understanding of their safeguarding responsibilities and were confident in how to recognise and report concerns appropriately. Personal plans contain detailed information about people's needs and identify any associated risks to their health and safety. Strategies are in place to manage these risks effectively, helping to ensure people receive safe and appropriate care.

People are supported to understand their rights and entitlements. The service provides clear information about what people can expect when their care begins. A Client Guide is issued at the start of the service, which includes practical information about the support offered, as well as people's rights and responsibilities. Importantly, it explains how people can make a complaint if they are dissatisfied with any aspect of the service. This ensures people know how to raise concerns and have confidence that issues will be addressed. Having these documents in place promotes consistency, fairness, and transparency, helping to ensure care remains focused on people's needs. Information such as the Client Guide is also available on the provider's website, along with other key documents such as policies and procedures, Care Inspectorate Wales (CIW) inspection reports, and quality-of-care reports.



People receive an excellent standard of person-centred care and support from Rachel Cares. A detailed assessment is completed before the service begins to ensure the provider can meet the person's needs. Following assessment, a personal plan is developed in partnership with the person and, where appropriate, their representatives. The plans clearly identify personal outcomes and include comprehensive information about the care and support required, along with strategies to manage any identified risks to health and safety. Personal plans also record people's personal histories and what is important to them. This provides care staff with valuable insight into the person's background, preferences, and experiences, supporting more meaningful interactions and strengthening relationships between staff and the people receiving care. We found personal plans are reviewed at least every three months, or sooner if needs change, to ensure they remain accurate and relevant. Review meetings also provide people with the opportunity to comment on the service and suggest any improvements.

People experience positive relationships with care staff who know them well. Care staff demonstrate good knowledge and understanding of people's needs, preferences, and routines. This was evident from observations made during the inspection. Before a person's service begins, care staff are introduced to people, allowing time to build rapport and understand personal preferences. People told us they receive care from a small and consistent team of staff, which helps promote continuity and trust. Feedback from people was highly positive. People said: *"The staff are absolutely lovely, friendly, helpful, really nice. I can't fault them"*, *"The carers are amazing, great to me, very encouraging and patient. They help to keep me as independent as I can be"*, and *"They are all very good, I really appreciate everything they do, I couldn't manage without them"*. Records we reviewed show care staff arrive at planned times. People confirmed this and told us they are always informed in advance if staff are running late, which supports reliable and respectful care delivery.

The service supports people to maintain and promote their health and well-being through proactive monitoring and safe care practices. Care workers have access to up-to-date information through the service's online care-planning platform. This digital system enhances communication, improves responsiveness, and supports continuity of care, as any updates made are immediately visible to all relevant staff. Care staff are vigilant in identifying and reporting changes or concerns, which enables timely intervention and contributes to positive health outcomes. Medication is administered as prescribed, supported by robust systems that ensure safe handling and accurate recording. Care staff follow clear procedures that promote safety and accountability in medication administration. Infection prevention and control measures are well established and embedded in practice. Comprehensive policies and regular, relevant training underpin these arrangements. This helps to reduce risks and safeguard both people receiving care and the staff providing it.



The service is committed to delivering high-quality care and support. This is supported by robust governance and quality-assurance arrangements that promote effective operation, reflection, and ongoing development. People using the service and staff are encouraged to share their views through regular satisfaction surveys. Feedback from the most recent survey was overwhelmingly positive, indicating strong performance in care delivery. People are also able to express their views during three-monthly review meetings, and staff meet regularly to discuss operational matters and raise any issues. In addition, we saw the RI meets directly with both people and staff to gather feedback. This information is used to inform service improvements and ensure the service remains responsive to people's needs. A formal quality-of-care review is completed every six months. This process enables the service to evaluate its performance, identify strengths, and determine areas for further development, supporting continuous improvement.

People achieve positive outcomes because the provider is committed to ensuring a skilled and knowledgeable workforce is consistently available. Care staff receive training relevant to the needs of the people they support, and records confirm staff are up to date with their training requirements. In addition to the training provided by the service, care staff are encouraged to undertake recognised health and social care qualifications to further develop their skills and professional competencies. Care staff told us they feel well supported in their roles and provided highly positive feedback about the management team. One member of staff commented, *"Rachel Cares is far superior to any other company I've worked for. They are really supportive; they always do their best to accommodate the staff."* Another said, *"The management are brilliant, couldn't ask for better. I definitely feel supported and valued."* Records we reviewed confirm staff receive formal supervision and annual appraisal. In addition to this, regular spot checks are carried out to monitor practice, ensuring staff continue to deliver safe and good-quality care and that they remain fully supported in their roles.

The service operates robust selection and vetting processes to ensure staff are suitably qualified, safe, and fit to work with vulnerable people. Personnel files we reviewed show all required pre-employment checks are completed, including, verification of references from previous employers, checks of employment history, and Disclosure and Barring Service (DBS) checks. New staff complete a structured induction programme that supports them to understand their roles, the provider's expectations, and the specific care and support needs of the people they will be working with. We found all care staff are appropriately registered with Social Care Wales, the workforce regulator.

## 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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