



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Safehaven South Wales Ltd



Unit 8 Ely Business Park, Argyle Way, Ely, Cardiff, CF5 5NJ



02921676949

The inspection visit took place on 17/08/2026

### Service Information:

|                                          |                                                                                                                              |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Safehaven South Wales Ltd                                                                                                    |
| Care Type:                               | Domiciliary Support Service                                                                                                  |
| Provision for:                           | 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:

Saf haven South Wales is a domiciliary support service providing care and support to people in their own homes across Cardiff and the Vale of Glamorgan. Since the last inspection, a new Responsible Individual (RI) has been appointed and is also the registered manager.

Well-being is good because people experience positive outcomes and benefit from care which promotes their safety, well-being and independence. Feedback from people and relatives is consistently positive, with many describing care staff as kind, caring and reliable. People value the continuity of care provided by familiar staff and feel listened to and supported in a way that reflects their individual needs and preferences.

Care and support is good because people receive responsive and flexible care from staff who know them well and understand their needs. Care arrangements adapt when circumstances change, risks are assessed, medicines are managed safely and health professionals are consulted when required. These arrangements help people maintain their well-being and achieve positive personal outcomes.

Leadership and management is good because the provider has strengthened oversight, governance and service delivery since the previous inspection. Care staff describe a positive and supportive culture, and the provider has recognised where further improvement is needed. Quality assurance systems now need to consistently identify trends; record completed actions and evaluate whether improvements are sustained. On balance, people benefit from safe care, positive leadership and a commitment to continuous improvement.

## Findings:



### Well-being

Good

People experience positive outcomes and are supported by a service which promotes their safety, well-being and quality of life. Majority of people and relatives gave positive feedback about the care and support provided. People told us they feel valued, listened to and supported by care staff who know them well. Continuity of care staff is important to people, who told us they value seeing familiar staff and have developed trusted relationships with them. Comments included, *“I feel well cared for and they understand me”* and *“I would not change anything, they are great.”* Relatives also spoke positively about the impact of the support provided, with one person telling us, *“Mam likes when the girls come and looks forward to seeing them.”* These comments demonstrate people receive care and support which positively contributes to their well-being and quality of life.

People benefit from care and support delivered within a safe and supportive culture. Effective safeguarding arrangements are in place, underpinned by staff training, clear reporting procedures and oversight systems to help protect people from abuse, neglect and harm. Records show the provider responds appropriately to incidents, accidents and safeguarding concerns and takes action to reduce risks to people. Care staff manage and administer people’s medicines safely. This helps ensure people’s health needs are met and contributes positively to their overall well-being. The provider is strengthening risk assessments to give care staff clearer information about how to recognise and respond to changes in people’s health, including the action they should take.

People are supported to make informed choices about their care and support. The provider gives people clear information about the service, including the Statement of Purpose, Information Guide, Complaints Policy, service agreement and terms and conditions. These are kept in people’s homes, so people and relatives can access important information when needed. Most people told us they would feel confident raising concerns and trusted the provider to take appropriate action. This promotes openness, trust and confidence in the service.

People have opportunities to share their views through surveys, care reviews and regular contact with the RI. The RI maintains direct contact with people, giving them opportunities to discuss their experiences and influence service improvements. The provider reviews people’s care; however, some people and relatives were unsure how they contribute to these reviews. This means people may not always have clear influence over decisions about their care. The provider also promotes a positive learning culture through regular staff communication and recognition initiatives which help care staff feel valued. This supports staff retention and continuity of care, helping people build meaningful relationships with staff and achieve positive outcomes.

The provider has begun to promote Welsh language greetings and basic phrases. This demonstrates an awareness of the importance of people’s language and communication needs.



## Care & Support

Good

People receive responsive care from care staff who know their needs and preferences. People and relatives expressed confidence in the care provided. One person told us, *"The quality of care and support is excellent; I can't fault them."* Most relatives were also positive, with comments including, *"I feel staff are well trained and understand the needs of Mum"* and *"My Dad's care is great, and he always looks well cared for and presentable."* Feedback from people, relatives and professionals highlighted the positive relationships people have with care staff and their confidence in the service.

People are involved in the assessment process, helping ensure their views, preferences and individual needs are understood. Some records demonstrate good person-centred practice, including "Get to Know Me" profiles which capture what matters to people. Personal plans are in place but vary in quality and detail. The provider has begun to develop these plans, so they more consistently identify people's strengths, promote independence and focus on outcomes rather than tasks.

The provider assesses risks relating to people's health, care and home environments and shares this information with care staff. Some assessments do not clearly describe signs and symptoms linked to specific health conditions. The provider is improving this information so care staff can recognise and respond to changes in people's health. Records show care staff seek advice from health professionals when needed, and relatives told us staff keep them informed of any changes.

People receive their medicines as prescribed and benefit from systems which support safe medication management. Care staff complete medication training and competency assessments before administering medicines. Electronic medication records reviewed were largely completed correctly, and audits provide oversight by identifying areas for improvement. However, although audits identify medicines-related issues, the provider does not always complete and monitor follow-up actions promptly. This increases the risk of issues recurring and limits opportunities to improve staff practice.

People benefit from flexible, responsive care which adapts to changes in their needs. Reviews help ensure care continues to meet people's requirements, and records show the provider adjusts care packages when people request changes. Relatives spoke positively about the electronic monitoring app, which enables them to view call times and support provided. This gives relatives reassurance and improves transparency.

Most people were satisfied with call times and the support they received. Since the last inspection, the provider has organised staff rotas using geographical clustering and planned travel time between visits. This helps care staff arrive on time and promotes continuity of care. The electronic call monitoring system enables managers to identify and respond promptly to late or missed calls. These arrangements help people receive reliable care from familiar staff who understand their needs. One person told us, *"The same staff usually support me and I prefer this,"* demonstrating the importance people place on continuity and consistent support.



## Leadership & Management

Good

People benefit from improved leadership and management arrangements. Since the last inspection, the newly appointed RI, who is also the registered manager, has strengthened oversight, accountability and service delivery. The provider recognises service improvement is ongoing and is committed to embedding changes and further developing governance systems to improve outcomes for people. The RI feels supported in their role. However, supervision records do not consistently evidence reflection, direction or professional development. Care staff were complimentary about the RI and described the positive impact of recent leadership changes. One member of staff told us, *“Since the new manager started, I feel that she knows what she's doing and acknowledges concerns.”*

The leadership team is visible, approachable and responsive. The RI is actively involved in the day-to-day running of the service and works closely with the senior office team to oversee service delivery. Quality assurance arrangements have improved since the last inspection and support the provider to monitor the quality and safety of care. The provider recognises these systems need further development, so they analyse information more effectively and clearly show how actions improve outcomes for people.

The provider audits key areas, including medicines and care records. These checks identify issues; however, quality assurance systems do not consistently bring information together to identify trends. Records do not always show the provider has completed actions or evaluated whether improvements have been sustained. This limits assurance that the provider learns from incidents, complaints, safeguarding matters and audit findings. Outcomes for people require improvement because governance systems do not consistently analyse information, record completed actions or evaluate the impact of improvements. The provider is acting.

People are supported by care staff who feel valued and well supported. Care staff described positive working relationships, effective communication and a strong team culture, with comments including, *“just a lovely team to be a part of”* and *“good teamwork.”* This positive culture supports staff retention, continuity of care and positive outcomes for people.

The provider recruits care staff safely and completes the required vetting checks. Care staff benefit from structured induction, training, shadowing opportunities and competency assessments, which support safe and effective practice. Care staff complete core training for their role; however, they need further training linked to people's specific health conditions. Care staff receive regular supervision, giving them opportunities to seek advice and discuss their professional development. People told us care staff understand their needs and provide confident, competent support. One person said a member of care staff *“just gets on with their job and doesn't need to be told.”* Most care staff are registered with Social Care Wales, the workforce regulator, and a growing number have achieved relevant professional qualifications.

On balance, we have rated leadership and management as good because people experience

positive outcomes and the provider is taking action to address the identified area for improvement.

## 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

| Summary of Areas for Improvement                                                                                                                                                                                                                                                                  | Date identified |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Effective audit processes must be in place to monitor and improve the quality and safety of the service. Audit findings should be analysed to identify trends and inform timely action to reduce the risk of repeated practice that could adversely affect people's well-being, care, and safety. | 17/08/26        |

**CIW has not issued any Priority action notices following this inspection.**

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