



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Parkrow Care Ltd



33 Holton Road , Barry , CF63 4HB



02920595508



<https://parkrowcare.co.uk>

The inspection visit took place on 20/07/2026

Service Information:

Operated by:	Parkrow Care Ltd
Care Type:	Domiciliary Support Service
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

Excellent



Leadership & Management

Good

Summary:

Parkrow care offers people a consistent, reliable and mostly punctual service; delivering care and support in people's own homes.

'Well-being' is rated 'excellent' because many people experience very positive outcomes and benefit from long-standing relationships with staff who know them well. People receive highly personalised support which promotes independence, community involvement, meaningful activities and emotional wellbeing.

'Care and support' is rated 'excellent' because care planning is detailed and increasingly strengths-based, helping people remain as independent as possible while receiving safe, responsive and flexible support.

'Leadership and management' is rated 'good' as leaders are visible, approachable and committed to continuous improvement. Managers promote a positive culture where people, relatives and staff feel listened to. Governance arrangements are generally strong and support positive outcomes for people.

Findings:



Well-being

Excellent

People achieve excellent wellbeing outcomes because they receive care from a service committed to promoting choice, independence, inclusion and meaningful lives. During the inspection, people consistently described positive experiences and spoke warmly about staff and the support they receive. Many people have used the service for several years, demonstrating confidence in the care provided and the relationships developed over time. One person summed up their experience by telling us, *“On the whole, brilliant.”*

People are supported to maintain control over their lives and make decisions about how they receive support. Information about the service and their care is available in formats suitable for their needs. The provider shows flexibility when sharing information, ensuring people can access support through electronic systems, paper records or telephone communication. People told us staff listen to them and adjust support when required. One person confirmed their preference, saying, *“All female carers always willing to listen to anything they can adjust for you.”*

Staff work creatively to help people participate in activities important to them. We heard examples of people being supported to attend social activities, including bingo sessions. In one example, several staff members attended in their own time to enhance a person's social experience. Staff also helped a person attend a polling station, enabling them to exercise their right to vote independently. Another person was supported to write a birthday card, helping maintain an important personal relationship. These examples demonstrate a strong commitment to promoting inclusion, citizenship and emotional wellbeing.

People benefit from positive, caring relationships with staff. We were told, *“The carers give an all-round service. They have become friends as well as caregivers.”* Another relative praised *“The professional approach and the way they treat my mother.”* We observed warm, respectful and thoughtful communication during visits. People and relatives described management as approachable and responsive, with one person stating, *“They’ve been very good.”* People feel safe and protected. They have confidence in staff knowledge and training, including specialist areas of care. One person told us, *“Everything the staff do for me, I couldn’t ask for a better company to support me, they go above and beyond.”* The service also demonstrates flexibility during difficult circumstances, including supporting families during bereavement or medical emergencies. These actions contribute significantly to people's overall wellbeing and quality of life.



People receive excellent care and support which is personalised, outcome focused and designed around their strengths, preferences and routines. Care planning arrangements are comprehensive and provide staff with detailed information to help deliver consistent care. Plans reflect what matters to people and include practical guidance which supports safe and effective care delivery. We saw thorough assessments and detailed personal plans. Care plans demonstrate a particularly strong strengths-based approach, highlighting what the person can do for themselves, while giving details about the support required. This approach promotes independence while ensuring people receive the help they need. Reviews take place regularly and people confirmed they are actively involved in discussions about their care.

People receive support from staff who know them well and understand their preferences. Call scheduling arrangements are effective, helping ensure continuity and reliability. Many people receive advance information about their visits and the staff who will be attending. People consistently told us calls happen as expected, and people who required the support of two care workers receive this. One relative highlighted the value of continuity, explaining staff can monitor changes in a person's condition over the course of several daily visits.

The service demonstrates flexibility and creativity when supporting people to achieve their outcomes. The service adapts schedules to accommodate appointments, family circumstances and changing needs. People and relatives spoke positively about the responsiveness of the service and its willingness to find solutions which improve outcomes.

People are protected from harm through effective risk assessment, medication management and infection prevention arrangements. Risk assessments are detailed and include specialist input where required, such as occupational therapists to support moving and handling plans. Medication systems are robust, with clear guidance for staff. We also observed staff using personal protective equipment appropriately and following good hygiene practices.

People told us they feel safe and well supported. The quality of care delivered reflects a strong commitment to person-centred practice. Overall, people benefit from care, which is compassionate, flexible and focused on achieving positive outcomes.



Leadership & Management

Good

Leadership and management arrangements are good and contribute positively to people's experiences and outcomes. The service is led by a registered manager who maintains a highly visible presence and actively promotes a culture centred on people, quality and improvement. People, relatives and staff consistently described managers as approachable, responsive and supportive. The culture within the service is a notable strength. Staff spoke positively about their roles and the support available to them. One staff member told us, *"I love it,"* while another said, *"I am well supported by managers in the office, they listen and take on my feedback and respect my opinions."* Staff described good communication, teamwork and professional development opportunities, helping maintain a skilled and confident workforce.

People benefit from a provider committed to listening and responding to feedback. Consultation takes place through reviews, conversations and ongoing communication with people and relatives. The management team takes a proactive approach to resolving concerns before they escalate. We found evidence of highly personalised and flexible decision-making which helps people achieve better outcomes. Examples included adapting care arrangements to provide respite opportunities and creating innovative solutions to support families.

The service maintains effective oversight of care delivery, staffing and operational performance. Electronic systems of arranging calls are used to good effect and monitored constantly. Training arrangements are comprehensive and include both face-to-face and electronic learning. Staff receive regular supervision and specialist training to meet people's needs. Workforce stability is a strength, with one person telling us, *"There's good continuity which is important."*

Quality assurance systems are established and continue to develop. Reporting, auditing and governance arrangements have improved and demonstrate strong managerial involvement. We identified some areas where recording and analysis could be strengthened further, including aspects of quality reporting, recruitment records, induction and probation documentation. Leaders have already started working to improve this, and there is no impact on service delivery and people. Leaders are also considering how the 'Welsh Active Offer' can be enhanced beyond provision of translated documents.

Overall, leadership promotes a positive culture, values staff contributions and remains focused on continuous improvement. As a result, people receive support from a stable, well-managed service which strives to achieve the best possible outcomes

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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