Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

CrossHands Home Services Ltd (CrossHands)

Plot 6b Unit 2, Heol Parc Mawr, CrossHands, Llanelli, SA14 6RE

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www.crosshandshomeservices.com

The inspection visits for this service took place between 11/03/2026 and 19/03/2026

Service Information:

Operated by:	Crosshands Home Services 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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Crosshands Home Services Ltd provides domiciliary support services over the West Wales regional partnership board area.

People have good well-being outcomes as staff support people to maintain and improve their physical and mental health and emotional well-being.

Care and support is good as a consistent and stable staff team provide person centred care in a way that supports people to maintain routines and structure that suit their needs and preferences. People's personal plans set out clearly how staff support them to achieve their well-being outcomes.

Leadership and management is good as people have confidence in the service because leaders promote a positive culture that is supportive, inclusive, and respectful. People achieve their personal outcomes because the service provider ensures there are enough suitably trained and supported staff to deliver care and support.

Findings:

Well-being — Good

Staff support people to maintain their physical and mental health and emotional well-being. People report positive experiences that improve their quality of life and help them achieve their well-being outcomes. A small, reliable staff team provide consistent support, and several staff have worked at the service for many years, which helps them know people well. Staff work with people to identify their well-being outcomes and encourage them to build on their strengths. The management team promotes a positive culture that places people and their well-being outcomes at the centre of the service. During visits to people in their homes, people spoke positively about the staff and the care they receive and describe strong, valued relationships with staff.

The provider ensures people have access to clear, concise, and relevant information in formats that meet their needs. Personal plans are outcome focused and show people's involvement in their development. The provider makes its statement of purpose and service guide available in Welsh. The service has a clear complaints process, and records show managers address concerns promptly and appropriately.

The provider prioritises people's well-being and safety by identifying and managing risks. Staff follow clear policies and procedures, including those for safeguarding and whistleblowing, and they understand their responsibilities. Staff inform people about their rights and support them to raise concerns. People told us they find it easy to contact the office and said communication with managers and office staff is very good. The service takes a positive risk-taking approach that supports people to improve their health and well-being while balancing benefits and risks. Risk assessments currently lack sufficient individual detail, and the provider is reviewing these to improve personalisation. Managers maintain robust systems for recording and reviewing accidents and incidents.

Care & Support — Good

People's personal plans set out clearly how staff support them to achieve their well-being outcomes. When people want to be involved, staff co-produce plans with them, their representatives, and relevant professionals. The plans consistently reflect each person's preferences, routines, and the outcomes they want to achieve.

Staff now use one-page profiles to help them understand each person quickly. We saw these profiles give a useful summary of what matters to the person and how staff can support them best. Staff encourage people, and their representatives, to take part in regular reviews of their personal plans. Staff then update plans when people's needs or preferences change. The provider is exploring ways to track people's progress against their personal outcomes more effectively.

Staff deliver care in a way that supports people to maintain routines and structure that suit their needs and preferences. We found a consistent and stable staff team with low turnover, and some staff have worked at the service for many years. As a result, staff know people very well. Staff described a positive team culture. We also saw clear evidence that the service delivers timely and reliable support, with very few late calls. Staff use thorough care-planning documents confidently and are familiar with people's needs. People told us, *"I get regular staff, they are all excellent,"* and *"Couldn't ask for more".*

Staff support people with medication in a person-centred way that promotes choice, individuality, and independence. People receive their medication as prescribed, in line with national guidance and the provider's medication policy. Staff who administer medication receive appropriate training and have their competency assessed at least annually. We saw accurate medication records, and personal plans clearly described any support people need with their medication.

Staff receive training in infection prevention and control and apply this in practice. They understood their responsibilities and wore the correct personal protective equipment (PPE) during each visit we observed. The provider ensures staff can access PPE and other equipment easily. Senior staff also carry out unannounced spot checks to ensure staff continue to follow safe working practices.

Leadership & Management — Good

People have confidence in the service because leaders promote a positive culture that is supportive, inclusive, and respectful. We found the management team to be visible and actively involved in leading the service. People told us communication with managers is very good. Comments included, *"The manager attends calls often"* and *"I have good communication with the office"*. Staff also spoke positively about the support they receive from managers and said leaders place strong importance on their health and wellbeing.

The service provider oversees the quality of care through effective audit processes. Managers complete regular internal audits and use external audits to monitor practice across the service. Managers also visit people and gather feedback from people, staff, and visiting professionals. They use this information to identify areas for improvement and to make positive changes to the service. The provider sends timely notifications to relevant authorities when significant incidents occur.

People achieve their personal outcomes because the service provider ensures there are enough suitably trained and supported staff to deliver care and support. The provider uses robust recruitment and vetting processes to make sure staff are suitable and trustworthy. Staff receive consistent training and are encouraged to work towards further qualifications. Managers promptly identify and address any gaps in training or skills. Staff receive regular one-to-one supervision at least every three months and take part in an annual appraisal. Comments from staff include *"I feel well supported by the manager"* and *"They are very flexible and put great importance on our wellbeing".*

The service schedules care and support time based on people's personal plans, which helps promote their wellbeing. People receive support from a consistent group of carers who know them well. The service involves people in changes to their care whenever possible and informs them promptly when changes are unavoidable. In emergencies, managers communicate changes quickly and allocate alternative staff who are already familiar to people. People told us, *"I know the care workers well"* and *"I am told if there are any changes"*.

We found the service provides sufficient care and support to meet people's needs. Personal plans accurately reflect the support people receive. Staff told us they have enough time to carry out their roles effectively, including time for travel and breaks between visits.

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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