

# Home care provider based in Cardiff commended for their domiciliary care services in first CSSIW inspection

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A local home care company which provides care to families throughout Cardiff and The Vale has been commended for their compliant domiciliary care services. Sharan Dhaliwal, Managing Director of Caremark Cardiff & The Vale of Glamorgan was delighted with the results following their first ever inspection by the Care and Social Services Inspectorate Wales (CSSIW).

During the unannounced visit, inspectors noted that Caremark Cardiff and The Vale of Glamorgan were providing acceptable standard care across three key areas – quality of life, quality of staffing and quality of leadership and management.

Their report said: “We found that people are treated with dignity, respect and experience positive interactions with the care staff. People told us that care staff are “brilliant” and that “they always have time for a chat”. We saw good examples of risk assessments relating to nutrition and hydration, medication and personal care; with clear guidelines advising staff of what action to take in the event of risks escalating. We visited six service users in their homes. All of them told us that they had “good” and “lovely” relationships with their carers.”

Caremark specialises in quality domiciliary care for their clients, putting emphasis on high quality training for carers and staff.

The Inspector also noted that: “people can feel confident that they will be supported by staff that are competent and confident. Staff had access to a variety of core training prior to starting work and continuous training is offered to ensure they maintain their professional development. Managers were committed to ensuring that people received a good quality service. People told us that they were happy with the service they received and found managers to be approachable and friendly. There are robust, transparent systems in place to assess the quality of the service,”

-Ends-

Image attached; Carer Chelsea Evans with Caremark Cardiff client, Mr Ian Hooper  
Further images available on request

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## About Caremark

[www.caremark.co.uk](http://www.caremark.co.uk)

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**Images:**

1. <https://journalink-static.s3.amazonaws.com/releases/df8cc3600195c626f1d70cb9465792ec.jpg>  
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