



Azalea Care and Education



Quest House, St. Mellons Business Park Fortran Road, Cardiff, CF3 0EY



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The inspection visit took place on 09/10/2025

Service Information:

Operated by:	Azalea Care and Education Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Leadership & Management

Good

Summary:

Azalea Care and Education Ltd provides domiciliary support through community-based sessions for children. Children experience good well-being outcomes through consistent, compassionate care. They are treated with dignity and respect, supported to make choices, and engage in meaningful activities such as swimming, cycling and visits to local parks. Families describe the service as reliable and impactful, with children presenting happy and settled.

The care and support provided is good. Staff complete thorough pre-assessments and develop personal plans which reflect children's individual needs and preferences. These plans are reviewed regularly and supported by risk assessments and behavioural support strategies. Children's health needs are supported where necessary.

Leadership and management of the service is good and effective. The service is led by a committed team with clear governance arrangements. Staff are well-supported through regular supervision and training in key areas. Policies are current and reviewed regularly. Rotas are well-managed, ensuring continuity and reliability. Feedback from families and professionals is consistently positive.

Overall, children benefit from safe and nurturing care which supports them to achieve their personal

outcomes.

Findings:



Well-being

Good

Children receiving support from Azalea Care and Education experience consistently good outcomes in relation to their well-being. Care staff treat children with dignity and respect. They are supported to make choices about their leisure activities and meals, and feedback from families confirm children are happy, settled and enjoy their time with care staff. One parent told us, *"They are amazing with (child), he comes home so happy."* Another commented, *"Literally brilliant, really reliable with timings and they do a lot with (child)"* and *"They have made such a difference to his mood and (child) is far more settled since attending."*

Children are supported to access meaningful activities in the community, including swimming, cycling, walking and visits to local parks. These activities are personalised to individual interests and help children develop independence and social skills. Care staff encourage children to take positive risks, such as engaging in new environments, and provide reassurance and guidance to support these experiences.

Families are provided with information about the service and how to raise concerns. Families we spoke to; confirmed they know how to make a complaint and feel confident that any issues would be addressed. There are suitable safeguarding systems in place, with oversight provided by the designated safeguarding lead. Care staff receive training in safeguarding children and demonstrate a clear understanding of their responsibilities in identifying, responding to, and reporting concerns to protect children from harm.

Children are supported to maintain relationships with people who are important to them. Care staff work closely with families and provide detailed handovers after each session. One parent told us, *"They communicate well and provide me with a thorough handover."* Children are encouraged to express their wishes and feelings, and staff adapt communication methods to meet individual needs, including the use of visual aids where appropriate.

The service makes an effort to promote Welsh language and culture. One staff member is learning Welsh, and the provider is committed to offering the 'Welsh Language Active Offer.' Children are supported to access education and maintain effective communication with their education provision, contributing to continuity and progress in their learning.

Overall, children benefit from safe and nurturing support provided by care staff. The service is strengths-based and responsive to individual needs, and children are supported to achieve their personal outcomes. The well-being of children is promoted effectively through consistent, compassionate care and strong relationships with care staff.



Care & Support

Good

Children receive consistently good care and support from Azalea Care and Education. The service provider undertakes pre-assessments, including consultation with families and professionals, to ensure the service can meet the child's needs. Personal plans are developed promptly when a service starts and are reviewed regularly. These plans provide clear guidance to care staff and focus on children achieving good well-being outcomes. Children's individual needs, preferences and routines are reflected in the planning and delivery of care.

Risk assessments are in place and reviewed regularly to ensure children's safety across all areas of care and support. They identify potential hazards, assess the likelihood and severity of risks, and outline appropriate control measures. Behavioural support plans are in place and reviewed regularly. They outline known behaviours and associated risks to support children to maintain a positive sense of well-being.

Daily notes are completed consistently and provide a clear account of the support provided. Records reflect planned activities, individual progress and routines during their sessions. They demonstrate care is delivered in line with personal plans and contribute to effective monitoring of well-being and outcomes. Children's health needs are monitored and supported when necessary. Incident and accident records are completed and reviewed, with body maps used to monitor injuries.

Medication is not currently administered to children using the service, although systems are in place to ensure safe practice if required. Care staff have completed relevant training and are aware of procedures for storage and administration of medication.

Overall, the service provides effective, child centred care which supports children to achieve their personal outcomes. Care staff know the children well and adapt their approach to meet individual needs. Care and support provided is safe, responsive and promotes children's well-being.



Leadership & Management

Good

Leadership and management at Azalea Care and Education are strong and effective, with governance arrangements which support the delivery of good quality care. The service is led by a small, committed team who demonstrate a clear understanding of their responsibilities and a passion for improving outcomes for children.

The service has a clear Statement of Purpose which is kept under review, and an information guide is available which provides details on how the service is delivered. Policies and procedures, including safeguarding and whistleblowing, are up to date and aligned with current legislation. Care staff we spoke to are familiar with these policies and confident in applying them in practice.

Staff rotas are well-managed and demonstrate effective planning to ensure care is delivered consistently. Records show sessions are rarely cancelled, and one family member told us they are a consistent and reliable service. Staffing arrangements reflect the needs of the service and support continuity of care.

Quality assurance systems are in place and contribute to ongoing service development. The provider gathers feedback from families and professionals and uses this to inform service delivery.

Staff recruitment processes are good, and personnel files contain the required documentation. Supervision is provided regularly and includes discussion of training, service development and children's needs. Management meetings are held weekly and provide a platform to discuss ongoing service developments. Care staff are registered with Social Care Wales or awaiting registration, and training is provided in key areas such as communication, autism awareness and physical intervention.

From the records we reviewed, families and professionals consistently report high levels of satisfaction with the leadership and management of the service. One professional provided feedback in a survey, 'I wish all our children were under your care and support.'

Overall, the leadership team provides clear direction and promotes a positive culture. Care staff are well-supported, and systems are in place to monitor and improve the quality of care. The service is well-managed and responsive to the needs of children and families.

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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