Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Careco Healthcare Ltd

Care Co Healthcare, 25b, Brunswick Road, Buckley, CH7 2ED

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www.carecohc.co.uk

The inspection visit took place on 08/01/2026

Service Information:

Operated by:	CareCo HealthCare Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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	Excellent

Summary:

CareCo HealthCare Limited is a domiciliary care agency providing support to people over the age of 18. Their office is based in the town of Buckley in Flintshire.

People enjoy excellent standard of well-being because staff anticipate their needs, advocate strongly on their behalf, and take consistent, compassionate action to keep them healthy, safe and in control of their lives, often going above and beyond what is required.

People experience excellent care and support because staff act promptly, advocate strongly, and work collaboratively to ensure personal outcomes are met, often exceeding the needs and expectations of people and commissioners.

Leadership and management is excellent with clear strengths in culture, oversight, and workforce development.

Findings:

Well-being — Excellent

People experience very strong, person-centred support that promotes their emotional and physical well-being. Staff know individuals extremely well and act quickly when needs change. We saw and heard of examples where staff recognised changes in people's health and contacted the relevant health professionals promptly, continuing to follow this up until medical intervention was secured. Management and staff in the service go above and beyond, accompanying one person to hospital appointments far away from the local area on numerous occasions, remaining with them throughout long days in addition to commissioned support hours to ensure they felt safe and supported.

People feel valued because staff treat them with dignity and show genuine concern for their welfare. Staff go beyond routine duties to maintain people's comfort, independence and safety. We heard of examples where management and care staff arranged new flooring and a suitable chair to improve people's living conditions.

People are protected from financial harm because staff remain vigilant to risks and take effective action. Staff work closely with the local authority Deputyship Office and maintain clear, transparent financial records. Recently, the service quickly noticed and challenged unusual financial activity of a person after they had been switched to a new energy provider without consent which caused a sharp increase to their outgoings. Staff are vigilant to signs of abuse or neglect, as they are well informed of past incidents of abuse, have training in safeguarding and display a strong knowledge of safeguarding.

People benefit from supportive relationships built on trust. Management and care staff demonstrate empathy and commitment, describing their approach as treating people *"as we would want our loved ones to be treated"*. They maintain regular communication with health and social care professionals, who report that staff respond promptly, raise concerns in a timely way and ensure all financial matters requiring authorisation are brought to their attention. This collaborative working helps ensure people's needs are understood and met.

Care & Support — Excellent

People receive strong, person-centred care that is responsive to their changing needs and circumstances. Management complete thorough assessments before commencing support and work closely with external professionals to ensure people receive the right support at the right time. We saw many examples of effective multi-agency working, such as care staff identifying potentially incorrect and unsafe manual handling taking place by family members and liaising with occupational therapy to ensure appropriate equipment and care and support levels were provided to improve safety and maintain dignity. Professionals described the care staff manual handling skills as *"excellent"* in their feedback.

Staff advocate strongly for people when decisions do not meet assessed needs. We saw the management team upheld people's rights and advocated on their behalf when decisions made were not in line with their wishes or well-being outcomes. The provider acts as mediator where relationships have broken down between family members and commissioners, keeping the person's well-being outcomes as the centre of their approach. This demonstrates the provider's approach to care and support is heavily underpinned by a commitment to upholding people's rights, preferences and aspirations.

Medication practice is safe and follows clear processes. Policies in place accurately reflect national guidance. Staff receive regular medication training and undergo competency checks, and people's consent and capacity requirements are recognised.

Care records reviewed during inspection were clear, person-centred and reflective of people's preferences. People's personal histories, communication needs, interests, routines and practical guidance for staff are included, which ensures consistent care delivery. External professionals, including occupational therapists and training assessors, praise the quality of staff practice. They highlight proactive engagement, strong manual handling skills, and a culture of compassion in the service. Risk assessments are updated promptly to reflect changes in need, ensuring staff and the people remain safe. Strategies for reducing risk to people are proportionate, person-centred and strength based.

Leadership & Management — Excellent

Leaders provide effective oversight of the service, creating a positive and supportive culture in which staff feel valued. Staff told us the provider promotes flexible working, listens to their needs and maintains a strong emphasis on well-being. There is a resilient and motivated workforce in place and people are supported by staff who feel confident and equipped to deliver high-quality care. There is clear managerial presence within the service with daily in-depth and proactive oversight evidenced by the manager and RI (Responsible Individual). During a period of unexpected absence of the manager, the team worked collaboratively to maintain continuity, with staff stepping in to support rotas and the RI gaining deeper insight into operational demands. We observed strong organisational arrangements, with very effective governance and contingency planning in place.

Quality monitoring arrangements are in place, including digital oversight through daily checks of care notes, MAR charts and alerts, and active review of staff competencies in manual handling and medication every three months. The manager observes care staff's practice on a regular basis to proactively identify any issues and to maintain a high quality of service. A professional told us they find the manager is *"very dynamic and wants what is best for both people and staff".* The excellent level of oversight supports the service's drive for safe practice and continuous improvement.

RI visit reports show good engagement and positive feedback from people and staff, and oversight of care monitoring, training, medication and health and safety. Quality of care review reports show a drive for continuous service improvement, and the feedback received as part of the process is overwhelmingly positive.

Staff recruitment is safe and well managed so people can be confident care staff are suitably fit to work in the service. Files contained appropriate identification, references, and risk assessments where employment history was limited. Shadowing, induction, and sign-off processes for new staff are robust, and training is funded by the provider. Staff supervision and annual performance reviews are detailed and person-centred, covering values, professional development, well-being, and health and safety. This ensures staff have the skills and support required to provide quality care to people supported.

Training compliance is strong and we found a commitment to continuous learning and improvement within the service. Policies are comprehensive and continue to evolve, with staff contributing through questionnaires to support policy development, including those addressing harassment and lone working in response to changes in legislation.

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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