Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Carelink Homecare Services Ltd

Carelink Home Services Ltd, Park Mount, Glanhwfa Road, Llangefni, LL77 7EY

01248750711

www.carelink.wales

The inspection visit took place on 29/10/2025

Service Information:

Operated by:	Carelink Homecare Services 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	Good
Care & Support	Good
Leadership & Management	Requires Improvement

Summary:

Carelink Homecare Services Ltd provides domiciliary care to people living in Ynys Mon and Conwy.
Well-being is good because people are happy with the care they receive. They praise the continuity of staff that allows them to develop uplifting friendships. People feel they have care how and when they want it.
Care and support is good because people are treated with respect with consideration for their privacy and dignity. Care staff are kind and treat them with compassion. Person centred care is provided which enables people to do what they can for themselves, retaining their skills and independence as much as possible.
Leadership and management require some improvement because current quality assurance arrangements are not effective. Staff views are not sought about the service, and not all policies and procedures are checked for ongoing accuracy. Staff are thoroughly vetted, inducted and then trained to carry out their role safely but the level of expertise available in the staff group is not as extensive as the current Statement of Purpose infers. Most staff, professionals and people using the service are very happy with the management team and praise the good level of communication and collaborative working.

Findings:

Well-being — Good

People are supported to live healthy and safe lives over which they have control. Information underpinning personal plans is detailed; it includes people's preferences, personal history, hobbies and interests. Plans are person centred and provide clear instruction to care staff. People and their relatives told us they receive care that meets their preferences, and they have choice over the time of their care provision visits. Relatives shared examples to illustrate how staff respect people's privacy and dignity, providing personal care discreetly and taking care to guard their privacy by ensuing doors are shut, and curtains are drawn. Some people told us how they are supported and sometimes escorted to activities such as concerts and visits to the hairdressers or cafes. Professionals and relatives confirmed staff monitor people's well-being and raise any concerns with relatives or their line manager to arrange health input.

People are safe and protected from abuse and neglect. People know who to report any concerns to and their views on care staff are sought and routinely monitored. Care Staff are trained in safeguarding adults at risk of abuse and are led by the service's policy and procedures. Personal plans identify what the person can do for themselves, their strengths and skills acknowledged and positive risk taking is encouraged. Care staff must keep an electronic record of tasks carried out in each persons' home immediately as it is completed, so any potential oversights can be swiftly identified and resolved.

People can cultivate safe and healthy relationships with friends and relatives. Some people are supported to attend events in their community where they can socialise with friends and relatives. Carer's enjoy respite because care staff will provide care and a 'sitting service' allowing them to have a break. Relatives shared how they are involved in the care planning, and their views are considered. One person shared how much their life has changes since receiving support from Carelink in an extra care facility; once restricted to one room and unable to go out, they now enjoy a full social life. People describe care staff as "*like family*". One relative shared how five care staff attended a recent birthday party for their mother.

Care & Support — Good

People feel they have good quality care and support in the way they want it. We saw people's views on their favourite carers is recorded and accommodated where possible. Records describe where the person likes to spend their time and what they like to do so care staff can consider this when they provide support. People told us there is good banter with care staff and friendships are formed. People appreciate they are supported by Welsh speaking staff; we heard care staff communicate in Welsh fostering free flowing, easy conversation. We saw personal plans are in English, but the manager confirmed Welsh personal plans can be provided. Every person we spoke with? said they wouldn't change anything and would recommend the service to others. Care Staff are highly respected and appreciated. One person told us "*I know them all, they are all kind. We have fun".* Another person *said, "I feel cared for"*. People are happy with the service, and some said they couldn't think of anything that could be better. One person said, "*They do over and above, washing up for me if they have time. Staff always ask is there something else we can do before they leave".* People praised the continuity of staff saying they know all the staff who come to visit them.

People are kept safe through safeguarding training for staff and associated policies and procedures. Spot checks are carried out so ensure care staff are meeting expectations and competency checks are carried out to help ensure continued safe practices. People told us someone from the office phones them to check they are happy with the service, and they know who to call if they have a problem.

Medication is managed safely with the digital system recording what is administered and when. There are paper records showing what medication has been administered. Care staff are trained to manage medication, and their competence is monitored though spot checks. We saw records held in personal plans also indicate people's allergies, what medication is prescribed and in what dosage.

Practice and procedures guide staff to ensure good hygiene procedures. Staff have the required personal protective equipment and are trained to use other equipment to keep people safe. They refer to health agencies to ensure people have the Personal Protective Equipment (PPE) they need. For some people, care staff also take responsibility for checking refrigerated and other fresh food is still in date and that people have sufficient supplies to keep them nourished.

Leadership & Management Requires Improvement

The service provider has oversight of the business because they delegate the management of service delivered within specific geographical areas to different line managers. Each of these line managers is responsible for assessing and delivering care to people living in these areas. They arrange the reviews of the care and ensure sufficient staff are available to provide the support. Line managers meet regularly with the service manager who is also the Responsible Individual (RI) (and has overall responsibility for the service. They provide an overview of what is happening in their areas.

The RI visits the office frequently and completes checks and measures to help ensure the service is operating as expected. Quality assurance measures should check policies and procedures are up to date and accurate. The current Statement of Purpose alludes to an extensive range of training given to staff but training records do not reflect this. Quality assurance arrangements should ensure accuracy of the Statement of Purpose. The RI carries out a biannual quality of care review of the service in which the views of people using the service are sought. Some staff said they would welcome the opportunity to speak with the RI on a one-to-one basis and share their views on what works well and where improvements can be made. While people receiving a service praise the quality of care, and most staff are very happy with the support and management they receive, some staff express concern regarding the rota and feeling unable to approach their line manager. The quality assurance arrangements and quality of care review should provide opportunity for all staff to express their views to the RI, so such matters can be dealt with more swiftly. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Staff are safely recruited. Records evidence each care staff member is thoroughly vetted and must complete an induction and several shadow shifts with more experienced care staff prior to working alone. Care Staff have regular supervision and do mandatory online training. Most care staff feel supported and valued. They said they would not work anywhere else and had high praise for how well the team work together. A small number do not feel supported, and this is an area the manger has agreed they will consider and investigate further. Three professionals fed back they are very happy with the service. They describe care staff are kind and caring, and management as co-operative and say “*there are good lines of communication”*.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People cannot be confident the provider has a full and accurate overview of the service. The provider does not have a complete picture of what is working well and where improvements need to be made. People may be mislead by inaccurate information about the service.	29/10/25

CIW has not issued any Priority action notices following this inspection.

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