Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Shangri-La Chapel Hill Ltd

Chapel Hill Farm
Pembroke
SA71 5HY

Date Inspection Completed

12/02/2025

Welsh Government © Crown copyright 2025.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Shangri-La Chapel Hill Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Shangri-La Chapel Hill Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18/09/23
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Shangri-La Domiciliary Support Service provides care and support to people living in their own homes. People are extremely happy with the responsiveness of the service and quality of care. People experience good outcomes and are appreciative of their regular care workers who often do more than expected of them. Care workers are reliable and know people very well. Documentation around care and support is up to date and informative.

Good leadership and management ensure the day-to-day operation of the service is run smoothly. Care workers are fit to work with people, trained and competent. Care workers are highly supported. Good systems are in place to oversee all aspects of the service.

The manager for the service and the Responsible Individual (RI) are committed to improving the lives of the people they care for and lead by example. There is very good communication within the care team and good oversight of the service.

Well-being

People receive a service that enhances their well-being. Care workers encourage people to develop their independence and integrate into the community. People have positive relationships with staff, who have a good understanding of their needs and preferences. People are encouraged to spend time with others and to maintain important relationships by keeping in touch with family and friends.

The service ensures people are informed and listened to. The statement of purpose lets people know what to expect from the service. People are consulted before the service is provided and people's wishes and goals are recorded. Personal plans are agreed by people or their representative. People have regular care workers and know who will be visiting them in advance. People know how to get in touch with the service and are confident any matters will be responded to.

The service promotes people's health and safety. Suitable staffing arrangements ensure people receive the support they need when they need it. People consistently receive their prescribed medication. Care workers encourage people to eat healthily and attend their routine health appointments. People are protected by a safe workforce as the required recruitment checks are carried out before staff are employed. Staff complete training in relation to protecting adults at risk and are confident about reporting concerns. People's finances are managed appropriately.

People have control over their day to day lives. They make decisions for themselves, which staff respect. Personal plans identify what people want to achieve from their support. People contribute to the development and review of their personal plans, as desired. People's views about the service are valued. The management team uses feedback to make positive changes.

Care and Support

People and their relatives are very happy with the care and support provided. Their individual goals are identified within personal plans and care workers encourage them to lead an independent lifestyle. People are supported to manage their own finances, shop for themselves and carry out household tasks. Records confirm that care workers prompt people to complete daily living tasks such as keeping their environment clean and tidy, planning meals and shopping for these.

People are involved in developing their personal plans, which identify their physical and mental health needs. Care workers know what people want from the service. They are required to read and sign care records to confirm their understanding of people's needs and wishes. Daily recordings show that care workers support people to achieve their goals. People are encouraged to take part in routine reviews of their personal plans to ensure they remain accurate.

People are supported to remain as healthy and as active as possible. People's mental health is considered, and the service is successful in supporting people who may need to be approached in a sensitive manner to help reduce any anxiety. Care is scheduled as agreed and provided at the right time, by the right number of care workers.

The service manages medicines safely. Records show that people consistently receive their prescribed medication. Care workers support people to attend their health appointments and reviews. The service maintains regular contact with health and social care professionals to ensure people continue to receive the best possible support.

The service manages people's finances in line with its policy. Records of financial transactions are kept safely. All care workers have completed training in relation to safeguarding adults at risk, and refresher training is planned. Care workers feel the service has an open, honest culture, which allows them to discuss any concerns. The manager is clear about the process for reporting concerns about people's welfare.

Environment

Leadership and Management

The manager leads the service effectively with the support of the RI. People appear very comfortable approaching the manager for information and support. The RI consults people about their experiences during regular visits and six-monthly quality of care reviews. These processes enable service improvements to be identified and progressed. Staff morale is positive and they say they feel part of a good team where everybody cares for one another. The service has a clear policy for dealing with complaints.

The service is being provided in line with its statement of purpose, which is a fundamental document that describes the service's aims and objectives and how these will be achieved. People are also given a written guide that explains what they can expect from the service. Confidential information is stored securely within the administrative office.

The service has a small team of care workers who feel valued and trusted in their roles. Care workers are safely recruited and vetted by the Disclosure and Barring Service (DBS). The service ensures enough care workers are available to meet people's needs. Staffing levels are adjusted if people need extra support to manage their health or day to day activity. The service supports staff to register with Social Care Wales (SCW), the regulatory body for care workers. Care workers have completed mandatory training in line with the statement of purpose. Ongoing refresher training is provided to ensure the knowledge and skills of care workers are kept up to date. We saw that new staff members are well supported. They carry out an induction and probationary period, carry out shadow shifts and receive regular supervision. All care workers receive regular supervision and annual appraisal. All staff we spoke to told us that help and supports is available to them at all times, via the manager, the RI, senior staff and their peers. Care workers reported to feel confident in the knowledge gained from their training and feel this enables them to carry out their work effectively.

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- Inspection report survey

If you wish to provide general feedback about a service, please visit our Feedback surveys page.

Date Published 07/04/2025