Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Mon Care Service

Isle Of Anglesey County Council, Council Offices, Llangefni, LL77 7TW

01248752066

https://www.anglesey.gov.wales/en/Residents/social-care-and-wellbeing/Section.aspx

The inspection visit took place on 27/08/2026

Service Information:

Operated by:	Isle of Anglesey County Council Adults and Children's Services
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults, Supported living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Isle of Anglesey County Council Domiciliary Support Service cares for adults and children in their homes. This inspection looked at adults who receive care and support from the service.

The service has a rating of excellent for well-being as people are treated as individuals and are enabled to have dignity and respect. People spoken with are very happy with the service they receive and are complimentary regarding the care staff. The reablement service enables people to have confidence in their recovery and people state it makes a real difference in their day to day lives.

People feel safe under the care of the service, and care and support are rated as excellent. Care staff receive robust safeguarding training on multiple levels to keep people safe and guard against neglect. Dedicated assessors assess people prior to them receiving a service to ensure they can meet their needs. People are supported to be as independent as possible with positive risk management to live full lives and meet their personal objectives.

Leadership and management are rated excellent. The service works collaboratively with the Health Board and are flexible to ensure people can return home from hospital as soon as they are well enough with care and support available in a timely manner. Care staff receive robust training and supervision to support them in their work, they feel well supported and have a voice in the service.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. People spoken with said they receive consistent care from care staff who are familiar to them and know their needs well. People are involved with planning their own care and reviews and feel they are listened to by the support staff. People have sufficient information to make choices about the service they receive. People have their objectives met and are supported to be as independent as they able to be. Positive support and risk management allows people to live their life according to their personal choices and in a way which is meaningful to them. The service offers a range of care services including reablement to support people post-acute illness and treatment to achieve full health and independence. The reablement service receives excellent feedback from people in the services quality audit. A testimonial from a person using the service read,

"After *my fall, I was unsure if I could live alone again. With the Reablement team's help, I'm now back on my feet."*

A family's testimonial read,

"The Reablement workers didn't just help my mum; they taught her how to help herself again."

People spoken with feel safe under the service's care. Support workers are aware of local safeguarding procedures and who to contact should they be worried regarding people's care. Care staff receive robust, multi-level safeguarding training and are supported by service policies which are readily available to them. People receive information regarding how to raise concerns should they wish to; information is available bi-lingually and in a method best understood by the person.

The service provides a strong active Welsh offer for people wanting a service through the medium of Welsh. Welsh speaking care support workers are actively recruited. Staff are supported to learn Welsh if they are not a first language Welsh speaker. People's language of choice is recorded in their personal files and can be identified prior to them receiving support.

People are assisted to attend local events and health care appointments. The service ethos is to enable people to be as independent as they are able, to treat them with dignity and respect, and give them choice over objectives and routines. The service is looking to provide better accommodation for some tenants with improved facilities to ensure a good standard of living. The service has received excellent responses from service users in quality questionnaires, with high levels of satisfaction recorded. We received excellent feedback from the people spoken to who

receive a service. People commented;

"*Very happy, I can't fault them." "I get on well with all the staff, no complaints at all" "I feel very safe with the care, no problems."" I am treated with dignity and respect."*

People's family members said they are very satisfied with the service. They said support workers care for people sensitively and can anticipate their needs. Care staff are friendly and respectful and are careful with people's property.

Care & Support — Excellent

People receive the quality of care and support they need to achieve their personal outcomes. Care is planned in consultation with people and considers their wishes, aspirations, risks, and specialist needs. They have care planned with them as able, are involved and have a voice in their own care. Care is planned in a person-centred manner, and personal plans are regularly reviewed to ensure guidance for care support workers remain current and meets the need of the individual. Plans contain a good level of detail regarding the care required by the person; they contain an accurate pen picture of the person, demonstrating care workers know people and their needs well. People have daily choices in their care and benefit from continuity in care from familiar care staff. People are enabled to be as independent as they are able and to remain a part of the local community. People are supported with positive risk management to live full lives and reach their personal objectives. People can access equipment needed for their care and professional health care advice as required. Care and support are provided in the persons language of choice and in a way that best meets the person's needs.

People are protected from harm and abuse. People told us they feel safe under the care of the service. Families are happy their relatives are well cared for and treated with dignity and respect. Care staff receive safeguarding training on a multi-level method above that of basic requirements and are aware of local protocols. People can feel safe; they are risk assessed by trained assessors to mitigate risks to health and safety. People told us they are treated with dignity and respect and get on well with the staff group. A family member said, "*Mum feels safe with the care which is given in a way which is careful and sensitive to her needs."* A person said, "*They have plenty of time for me, I never feel rushed."* "*The care feels personal; I would rate the service as excellent,"* and" *I feel the service is excellent."*

People's medication is safely managed. Care staff receive medication training and have competency testing. Senior staff conduct spot checks to ensure over-sight of practice, ensuring the quality of the care given. People are supported with prompts regarding medication; care staff assist with applying creams and ointments. Care staff receive medication training and are competency tested. Medications are regularly audited and a running count of prescribed medications kept.

People have consistency in care quality. People spoken with said they have faith in the service as communication is good on all levels from senior to care staff. They have continuation in care and feel they have a voice and can influence the care they receive. People are assessed before they receive a service to ensure the service can best meet their needs. The service has a strong focus on people's desire to be cared for at home and work closely with the Health Board to ensure people can return home from hospital in a timely manner.

Leadership & Management — Excellent

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. Regulation reports to audit the quality of the service are completed in line with legislation and contain the required levels of information. People and care staff are asked their opinions regarding the service and results are shared with staff to ensure a continually improving service. The service is robustly audited to have over-sight of the standards of care offered to people. Senior staff feel well supported by the responsible individual (RI) and can access the training required for their role. There is good management over-sight of the service ensuring high standards are kept. Documents and information regarding the service are current and compliant.

The service is innovative and collaborates closely will authorities and commissioners to offer appropriate, timely care for people. Senior staff have regular meetings with “Am Adre”-the local hospital discharge team currently involved with residents in Ynys Mon. The service aims to reduce the hospital waiting time for people once clinically optimised. Mon Care is at the forefront of the initiative. Waiting times have reduced by a considerable amount in the past month for people wishing to return home from hospital through the efforts of this collaborative scheme.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people’s care and support needs. Care staff receive timely training and supervision to support them in their role. Staff recruitment and checks are robust. Staff numbers meet that promised in the Statement of Purpose document for the service. People say support staff have sufficient time when supporting them and are not rushed. Care staff spoken with say they have good training and supervision from supportive and approachable senior staff. They told us they have good support which enables high standards of care for people. Care staff feel they would be happy for their own family to be cared for by the service. Monthly staff meetings are held, and care staff say their voice is heard and senior staff are proactive regarding any issues raised.

The service invests in care staff and training to ensure a continually improving service. The service works closely with local authorities and are flexible in their service provision to best meet the needs of people using the service.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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