Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Domiciliary Support Service

Denbighshire County Council, County Hall, Wynnstay Road, Ruthin, LL15 1YN

03004561000

https://www.denbighshire.gov.uk/en/home.aspx

Date(s) of inspection visit(s): The inspection visit took place on 28/08/2025

Service Information:

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

Ratings:

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

Summary:

The provider delivers community-based support, for a variety of needs, at personalised timescales, across different domiciliary residences. This ranges from short term, reablement support to longer term, supported living and traditional domiciliary care within extra care schemes.

People experience excellent wellbeing outcomes because they lead in the care and support, they need, working with the provider to set personal goals and receive care which is targeted to meet these goals. People access services to support all areas of their health and wellbeing. Support staff deliver very good care and support which promotes rehabilitation, independence, social connections, and community engagement.

The leadership and management of the service is good. There is effective oversight and quality monitoring to ensure the service continues to develop. All team members work collaboratively internally and with external stakeholders to enhance the wellbeing of the people they support.

Findings:

Well-being — Excellent

People have as much control over their care and support as possible. People have an extremely strong voice and lead on what support they want and how this needs to be delivered on a day-to-day basis to meet their personal outcomes and goals. The provider ensures people have access to information and are fully informed about what support the service can provide and any limitations of this, helping people make an informed decision about if the service is right for them. Information is accessible to people in different formats, including bilingually.

People receive highly individualised support. Dedicated care staff encourage engagement with meaningful activities, support communication needs and access to health services. This contributes to people consistently experiencing positive wellbeing outcomes. People speak positively about the service and very highly of the care staff who support them. We saw care staff go above and beyond to enhance the lives of the people they support. Examples of this include, being aware of and researching new technology and equipment to support people's independence, signposting people to other services, providing companionship, and arranging social events such as theme nights and afternoon tea. People told us they loved the recent Chinese Banquet night and are looking forward to the next one.

The provider has identified how they can offer long term support for people through the different teams within the service. This means people experience continuity in the care they receive as their needs change. We saw positive examples of people engaging with reablement services and returning to full independence or transitioning to different models of support which also promote independence but have the reassurance of staff if needed. One person said, *"I am very independent, but the staff are there if I need them."* We also saw people experiencing positive outcomes where previous care packages had been unsuccessful. This is because the provider has created very effective recruitment and training approaches which meet the needs of people with more complex requirements. People told us about how care staff have supported them and what they have been able to achieve because of this support. Many people have regained physical skills, learned daily living skills, and been supported to gain confidence with mobility and community access.

We saw people attending social groups, accessing work, engaging in education, and developing positive relationships. Whilst the provider supports many different people across different teams with different approaches, everyone can access community hubs for support and companionship.

Care & Support — Good

People achieve their personal outcomes because they receive care and support which is bespoke, and person centred. Initial assessments are completed by experienced senior staff, supported by social care professionals and internal occupational therapists. Personal plans reflect the specific support people ask for, giving clear guidance about what is needed at every interaction. Care records are further supported by risk assessments which raise awareness of risks and give guidance about how to support, whilst ensuring people's rights are upheld. We looked at records of care being delivered and saw these to be professionally written, and reflective of the support specified within personal plans. Records are reviewed on a regular basis and any changes clearly recorded so staff have the most up to date information. We saw evidence of people being involved in the creation and review of records about them and have copies of their records within their homes. Care staff are positive about the information they are given about how to support people and said records are clear and easy to follow. Well-established teams of experienced staff support people. Care staff speak positively about the work they do, taking genuine satisfaction in helping people achieve their goals. We observed kind and fun interactions throughout the inspection and had positive feedback from people we spoke with. One person told us "*Staff are wonderful, I'm safe here,"* another said, "*I have everything I need, no concerns and am getting better every day with their help*." The provider works collaboratively with health professionals, social care professionals and housing providers to support people with all aspects of their daily lives. Professionals we spoke with were positive about working relationships with the provider. Feedback included comments such as *"(care staff) are open and honest," "communication is good,"* and "*we work together for the wellbeing of our tenants."*

People are protected from abuse and neglect. Staff complete All Wales Safeguarding Training and policies further support this learning. Staff we spoke with understand their role in safeguarding people and know what to do if they ever have a concern. The provider has processes in place to record incidents, accidents, and safeguarding concerns to ensure they are recorded, reported, and appropriately monitored. There is a good level of post incident monitoring to ensure people have been sufficiently supported and do not require any further help.

Medication is overall managed well. Most people being supported are very independent and therefore require minimal support with medication administration. The provider is working to develop this area of care so all support staff are appropriately trained and will be able to deliver an increased level of medication support. The provider is working with the Health Board Workforce Development Team to make sure the appropriate training is sourced and that policies and procedures are reflective of national guidance and best practice. This means people will be able to access increased medication support if their needs change.

Leadership & Management — Good

People receive a service which is well organised and has a high level of daily oversight. Senior staff and deputy managers oversee each of the support teams, making sure there are sufficient care staff, support is appropriately scheduled and there are points of contact for guidance. Care staff told us staffing is sufficient, so they do not have to rush when supporting people. The management team work effectively in monitoring the quality of the overall service. This is achieved using audits to assess different areas against the internal quality standards and the requirements of the Regulatory guidance. Monitoring is completed on a regular basis with aspects reviewed weekly, monthly and as part of the visits conducted by the responsible individual on a quarterly basis. These systems of monitoring mean the provider identifies areas of strength and areas to be developed, creating goals which are assigned to specific people, to be completed within specified timescales. The provider creates quality of care reports biannually to report on service performance over the last six months. Care staff are consulted about new processes and what they think could be developed in the organisation. Teams are given the opportunity to pilot ideas and approaches to enhance the workforce and/or the delivery of care and support. The provider is committed to developing the service by exploring areas such as equality and diversity, assistive technology, and emerging best practice.

People are supported by care staff who are safely recruited, appropriately trained, and very well supported. We found robust recruitment procedures are adhered to. Disclosure and barring service checks (DBS) and appropriate references are obtained before a person begins working at the service. People who use the service are encouraged to be part of the recruitment process and will attend recruitment days to tell potential new staff what qualities they want in a support worker. Staff told us the induction process is good, with plenty of training and opportunity to shadow more experienced care staff. We saw care staff receive one to one supervision with their line manager on a very regular basis and spot checks are carried out to observe working practice. Care staff complete training relevant to the people they support and are also supported to complete professional social care qualifications. All staff have professional registration with Social Care Wales, the workforce regulator. All staff we spoke with were very positive about the support they receive, telling us leaders are visible, accessible and are always there for help and guidance. Care staff are valued for the work they do and the qualities they bring to the role. The provider reports on positive news stories and achievements within a newsletter.

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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