Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Prestige Care Agency Services

Prestige Care Agency Services, 69 Bridge Street, Usk, NP15 1BQ

01291408220

The inspection visits for this service took place between 04/02/2026 and 11/02/2026

Service Information:

Operated by:	Prestige Care Agency Services Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	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	Good

Summary:

People experience excellent well-being at Prestige Care Agency Services. Staff know individuals extremely well and provide warm, compassionate, and consistent support. People enjoy meaningful relationships, lead active lives, and have significant choice and control over their daily routines. Areas for improvement relate to formalising well-being monitoring, ensuring communication is available in accessible formats, and strengthening rights-based information so people are routinely reminded of how to raise concerns or complaints.

People also experience excellent care and support. Staff demonstrate detailed knowledge of individuals and provide person-centred, responsive care aligned with professional guidance. Personal plans are holistic and reflect people's strengths, preferences, and risks. People have meaningful opportunities to achieve personal outcomes, maintain health, and participate in valued activities. Improvements are needed to strengthen outcome recording, ensure plans are accessible, and formalise lessons-learned processes from safeguarding and incident reviews. We found these shortfalls do not detract from the overall quality of care observed.

Leadership and management is good. There is clear oversight, visible management presence, and a culture that values openness, person-centred practice, and relationship-based care. The transition to digital systems has strengthened monitoring and responsiveness, and governance arrangements such as audits, Responsible Individual (RI) visits, and regular meetings are well embedded.

Findings:

Well-being — Excellent

People express their wishes and make decisions about important aspects of their lives. Staff provide reassurance, advocacy-style support, and accompany individuals to GP, hospital, and specialist appointments. Staff recognise emotional triggers and respond sensitively to help people feel safe and understood. Records show staff encouraging people to use alternative coping strategies such as deep breathing and distraction techniques to support people in a positive way, in relation to their emotions and behaviour at that time.

Staff treat people with dignity and respect. Personal plans clearly reflect each person's likes, preferences, and routines. People receive support to maintain their dignity when accessing the community, including being offered opportunities to change protective equipment, supporting people with their self-esteem and personal preferences. This was also observed during inspection.

The service provider emphasises independence and choice through proactive risk management. Staff actively support people to improve their physical health and wellbeing. This includes assisting individuals with weight-management goals, exercise routines, and healthy eating, in line with GP guidance. This promotes a healthy lifestyle for people using the service.

People engage in a wide range of meaningful activities that promote friendships, community presence, and social inclusion. Activities include parties, volunteer placements, arts and crafts, exercise clubs, church services, and holidays. Staff encourage and enable regular contact with friends, family, and community groups, using technology such as WhatsApp, FaceTime, and iPads. During inspection people were enthusiastically explaining what activities they enjoy taking part in within the community. Expressing joy in activities such as dancing *"I am the number one dancer."*

Staff consider changes in people's medical conditions and assess whether they can continue to meet individuals' needs, including making adaptations to ensure ongoing support. The service receives positive feedback from professionals and families. Compliments viewed during inspection include praise for the value staff add to people's lives and gratitude for the quality of support provided to them.

People with associated complex needs such as epilepsy, diabetes, or cognitive impairment receive specific monitoring and personalised strategies. Staff work closely with health and social care professionals to ensure a coordinated, person-centred approach for people who use the service.

The service promotes emotional wellbeing by recognising personal histories and significant life events. Cultural identity is respected within daily life, reflected in food choices, festivals, and personal rituals.

Care & Support — Excellent

People experience care and support that is person-centred and meets their individual needs. Staff treat people equitably, with dignity and respect. Personal plans clearly reflect each person's routines, preferred activities, communication needs, health requirements, and emotional wellbeing. Personal plans are developed through multidisciplinary input, including contributions from social workers, psychologists and community nurses. Staff review plans at least every three months and update them more frequently when a person's needs change.

The service provider gathers detailed information from professionals and organisations already involved in a person's care before agreeing to provide a service. Staff place high value on early conversations to build strong relationships. Their assessment process is thorough and includes compatibility checks, and opportunities for people and families to meet existing tenants.

Staff deliver routine care in line with clearly documented strengths, preferences, and risks. Staff understand individual routines and respond flexibly, including adjusting support times or offering one to one staffing based on a person's assessed need. People's wishes influence daily tasks and support their longer-term goals.

Personal outcomes range from developing independence and accessing community activities to maintaining education or employment. Some plans include longer-term aspirations or "bucket list" goals. Staff support progress through daily activities recorded on a digital platform. Managers monitor progress and identify where staff need support to evidence outcomes consistently. Some plans would benefit from clearer recording of outcome progress, particularly following the transition to digital systems. This would assist in evidencing how people are meeting their personal goals.

Staff are trained to administer medication. Medication systems are robust, with daily checks, senior audits, and annual competency assessments.

People feel protected knowing that staff understand and act in accordance with their safeguarding responsibilities. Risk assessments cover health, behaviour, mobility, finances, community access, emotional wellbeing, and household tasks. Staff encourage positive risk-taking that promotes independence. Safeguarding referrals are timely, with clear records of multi-agency practice. Demonstrating a transparent approach.

People benefit from continuity because the service does not use agency staff. Staff know individuals well and deliver responsive, consistent care. Warm relationships between people and staff were observed during inspection, whilst supporting people to make a cup of tea, sharing a joke and discussing interests. During inspection people spoke fondly of their support staff team, *"we have the best team."* Highlighting positive and trusting relationships.

Leadership & Management — Good

Prestige Care Agency Services demonstrates a clear and well-structured management framework in line with the Regulations. The RI provide visible and consistent leadership. They maintain strong operational oversight through regular visits, direct engagement with people who use and work at the service, ongoing monitoring of practice, documentation, and quality.

People speak positively about the management team. Individuals feel confident contacting them with queries or updates, and they describe the RI as approachable and supportive. Feedback during inspection included positive comments towards the RI, reflecting positive relationships between people and leadership.

The service provider operates effective governance arrangements. Audits, management meetings, and review processes monitor incidents, care planning, staff training, finances, and medication. The introduction of the digital platform has strengthened quality assurance by improving transparency, record-keeping, and responsiveness. Reviews completed by the RI provide structured oversight and support continuous improvement.

Staff and people demonstrated positive relationships during inspection, and individuals expressed their views within a safe and supportive environment. The service provider reviews staffing levels regularly and adjusts the skill mix to reflect peoples changing needs. A recently appointed staff member brings specific skills to support individuals with specialist requirements and has improved peoples wellbeing as a result.

Contingency planning is robust and covers IT failures, severe weather, illness, and other disruptions. Weekly house-manager meetings and regular management meetings promote accountability and ensure information is consistently shared across services. Daily checks, scheduled audits, and routine reviews of incident and financial records support ongoing compliance with legislation.

Vetting processes for hiring staff require strengthening. Staff undergo regular checks to confirm their fitness to work, and the majority are appropriately registered with the social workforce regulator. Although, we noted an isolated case where a person was not registered in line with the requirements. We were assured the necessary actions would be taken. In addition, volunteers require the same training as their regular counterparts and registration with Social Care Wales. Staff receive routine supervision and annual appraisals, and managers have strengthened the appraisal process to promote meaningful reflection and development. Mandatory and specialist training is available, and staff demonstrate strong practical knowledge of the individuals they support. Further development is required to strengthen oversight of training compliance and safer recruitment processes to ensure full workforce compliance with regulatory expectations.

The service promotes a positive, open, and supportive culture. Staff feel valued, and the provider

recognises achievements through events and incentives. Relationships with families and professionals are strong, and feedback is routinely shared with staff.

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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