Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Janet Roberts Care Agency

Greenfield Business Centre , Greenfield Road , Greenfield , Holywell , CH8 7GR

01352715627

The inspection visit took place on 24/02/2026

Service Information:

Operated by:	Janet Roberts Care Agency
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Janet Roberts Care Agency is based in Holywell, Flintshire and provides domiciliary care to people over the age of 18 in the local area.

People' well-being is good, people experience positive outcomes and speak highly of the care staff who support them, describing them as *"polite, professional, caring and understanding"* and praising the continuity and reliability of care. Many relatives told us they have "*full confidence in the service*" and told us of improvements in their family members' health, engagement and emotional well-being.

Care and support is effective and responsive, with detailed assessments, clear personal plans and regular reviews that reflect people's changing needs. Care staff know people well and demonstrate strong understanding of risks, communication needs and individual preferences. Real-time digital monitoring systems strengthen oversight of calls, medication exceptions and emerging concerns, contributing to safe and reliable service delivery.

Leadership and management are strong and supportive. There is visible daily oversight, safe staffing, robust recruitment practices and a positive culture in which staff feel valued. Training opportunities are extensive, and care staff told us they feel well supported and confident in their roles. Governance arrangements are effective.

Findings:

Well-being — Good

People experience a consistently good standard of well-being and are supported by strong, person-centred practice and a clear commitment to dignity, choice and rights. Care staff actively promote independence, and people told us they feel *"very well cared for"* and *"treated with complete respect."* Many people described care staff as "friendly and chatty" and help them feel comfortable and in control of their day. This reflects a positive and purposeful culture that prioritises what matters to individuals.

People are meaningfully involved in shaping their care. Personal plans are developed through detailed conversations with people and their representatives, and reviews demonstrate ongoing collaboration. Assessments capture personal history, identity, preferences and communication needs in a way that helps care staff understand individuals beyond their care tasks. For example, when a person began reverting to their first language due to a memory impairment, the service worker with their family to adapt communication to meet their needs. This demonstrates effective and sensitive support that helps people remain connected and understood.

People feel safe and protected. Care staff have a clear understanding of safeguarding responsibilities; training is up to date, and safeguarding processes are consistently effective. People told us they felt confident that care staff *"would act straightaway if something was wrong."* Folders in each home include complaints information, advocacy contacts and service information, helping people understand their rights.

Relationships between care staff, people and families are consistently strong. Many relatives described the care staff team as *"outstanding carers who give their time with love"* and noted visible improvements in people's mood, engagement and quality of life because of the support provided. People value the continuity of care staff, describing how familiar carers help them feel secure and *"able to laugh again"* which is having a beneficial impact on emotional well-being.

Positive risk management is generally evident, with clear documentation and care staff discussions showing a thoughtful balance between risk and autonomy. People experience a strong, effective level of well-being, characterised by dignity, choice, meaningful relationships and a safe, supportive environment.

Care & Support — Good

Care and support is consistently good, with strong evidence of person-centred planning, responsive care delivery and robust monitoring arrangements. Personal plans are detailed, strengths-based and written in clear everyday language. They draw on people's past experiences, interests and preferences, enabling care staff to support individuals in a meaningful and effective way. Families told us staff "*know exactly how to support them*" and that the service "*keeps us fully informed*."

Assessments and reviews demonstrate a thorough and continuous approach to identifying people's needs. Care staff describe individuals confidently and with insight. Discussions with the management team highlight a detailed understanding of people's circumstances. Personal plans are kept up to date and reflect changes in people's needs. There is evidence of regular three-monthly reviews and appropriate input from families and professionals. Care staff support people sensitively when swallowing difficulties occur and follow professional guidance about pureed diets and fortified foods.

Daily notes provide a clear picture of care delivery, including hydration, nutrition, medication changes, GP involvement, skin integrity and emotional well-being. Care staff record refusals, mood changes and fluctuations in presentation, and they report any concerns promptly. This supports effective oversight. People told us care staff "*never rush me*" and "*always check how I am before they start*," reflecting a compassionate and attentive approach.

Safeguarding and risk management systems are robust, supported by real-time digital alerts for calls, medication issues and uncompleted tasks. Managers review patterns and trends, ensuring issues are addressed promptly. Risk assessments for mobility, cognition, falls and emotional triggers provide clear guidance and link effectively with professional recommendations. Care staff follow safe moving and handling practices, using equipment appropriate to each person's ability and directions given in manual handling risk assessments.

Medication management is generally safe and effective. Care staff record refusals and follow up with managers when people refuse important medicines. Families reported confidence in the service's approach, describing how care staff "*always make sure medication is right*." The service recognises the need to complete regular formal medication competency assessments and has already taken steps to strengthen this area.

People benefit from healthy routines and infection-prevention measures. Staff are provided with appropriate levels of personal protective equipment (PPE) and complete infection prevention control (IPC) training. There is an IPC policy in place for staff to follow and spot checks confirm that staff embed good practice.

Leadership & Management — Good

Leadership and management at the service is consistently good, with strong evidence of daily oversight, effective communication and a supportive culture for care staff and people using the service. Managers are visible, approachable and responsive; care staff told us, "*management are very supportive*," "*you can always ask for help*," and "*communication between the office and staff is very good*." This contributes to a stable and positive working environment where people receive reliable care from a consistent team.

Governance arrangements demonstrate effective and purposeful oversight of the service. Digital systems provide real-time information about calls, medication exceptions and task completion. Managers monitor this closely and respond appropriately. Staff meetings occur regularly and we saw evidence of learning discussed in staff meetings, including purchasing procedures, safe practice reminders and policy updates.

Policies are mostly current and align with legislation. The quality-of-care review shows commitment to improvement of the service, and the Responsible Individual (RI) completes three monthly reports to analyse quality of care and gather feedback from people and care staff. People and relatives consistently describe leadership as supportive, reliable and caring. Comments include: "*The organisation is well run and has excellent care staff*," "*They keep me informed of any issues with my loved one*," and "*The team is fantastic*." This reflects a positive impact on people's outcomes and confidence in the service.

Staffing arrangements are safe and well-planned. Recruitment files contain required checks, and induction processes include shadowing and familiarisation with people's needs. Care staff told us they value shadowing before working independently, describing it as "*very informative*" and reassuring. Supervision and appraisal systems are in place and up to date. Care staff confirm they receive three-monthly supervision and an annual appraisal, which gives them regular opportunities to meet with the management team for support and to reflect on their professional development.

Training is a strong feature of practice, with a wide range of mandatory and specialist training completed. Care staff spoke positively about training opportunities, saying they feel "*confident because we receive good training*." Additional training, such as specialist dementia or condition-specific sessions, is offered when needed. Care staff are supported to register with Social Care Wales and pursue qualifications.

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.

Welsh Government © Crown copyright 2026.
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.