Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Coastal Homecare Ltd

Coastal Homecare Ltd, 87 Foryd Road Kinmel Bay,  Rhyl, LL18 5LU

01745859474

https://northwalescare.co.uk/contact-coastal-homecare/

**Date(s) of inspection visit(s):** 18/08/2025

## Service Information:

| | |
|---|---|
| Operated by: | Coastal Homecare Ltd |
| Care Type: | Domiciliary Support Service |
| Registered places: | 0 |
| Main language(s): | English |
| Promotion of Welsh language and culture: | The service provider is not meeting the Welsh language and culture needs of people and this requires improvement. |

## Ratings:

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

## Summary:

Coastal Homecare provides a domiciliary support service to people living in their own homes across North Wales. The office is situated in Kinmel Bay.

People experience good well-being outcomes because they receive care and support which meets their individual identified needs and considers their personal needs and wishes. People are supported to live well, receiving the care they need to manage any medical conditions.

The care and support people receive is good. This is because people are supported by care staff who are professionally qualified and are guided by detailed support plans which are clear about how people want to be supported. People are positive about the care staff who support them.

The Leadership and management of the service is good. There are good leadership arrangements in place to ensure the effective daily running of operations. The provider is dedicated to delivering a high-quality service and has processes in place to monitor this, identifying areas to improve and taking action to develop the service.

# Findings:

## Well-being — Good

People have control over their day-to-day lives and decide how and when their care and support will be delivered. People are asked about what is important to them and, for most people we spoke with, this is to remain independent, living in their own homes. People are supported to achieve their personal outcomes by staff who are dedicated and treat people with dignity and respect. Care staff take time to get to know the people they support and what is important to them. The provider ensures people have a strong voice about the service through feedback surveys, quality monitoring reviews and in one-to-one reviews of their overall care and support. We saw positive practice where the management review feedback provided by people using the service, seek further information and take action to address issues raised. People have access to information about the service which is clear and concise and includes what to do and who to speak with if they have a concern. Some documentation has been reviewed and updated to make it clearer and more accessible for people to use.

People speak positively about the service they receive, and many have been supported by Coastal Homecare for a number of years. We were told "*I couldn't do without them*," "E*verything is great*" and "*They have been good from the start, we have no worries*." Families also shared how the support of care staff, supports them too. In addition to seeking feedback from people, the team leaders complete spot checks with care staff, observing practice and giving feedback about what is going well and helping staff to identify where they would like to develop. People also told us they can contact the office if they ever need anything and communication is good.

People are protected from abuse and neglect. All staff complete safeguarding training and there are policies in place to support this knowledge. Care staff are safely recruited, well trained and appropriately supported. There are processes in place for reporting incidents, accidents and safeguarding concerns which are monitored by the manager to ensure all actions are followed up. We saw evidence of care staff raising any concerns appropriately.

## Care & Support — Good

People are fully involved in directing their care and support, from sharing essential information within initial assessments, to participating in reviews. People have access to their records so they can see the information about them. The provider ensures information from other professional assessments is considered when creating personal plans, and any specific guidance or treatment is documented, including within risk assessments. People told us care staff supports them to contact medical professionals if needed and family said if care workers are concerned about a person, they make them aware. Care staff work with other professionals such as occupational therapists and district nurses meaning people experience continuity of care which we saw promotes people's overall wellbeing and independence. Personal plans are detailed and give clear direction to care staff about what they need to do to support the person. We reviewed daily records and found them to reflect the care outlined in personal plans. The manager of the service also reviews these records on a regular basis to ensure they are completed correctly, and that they align to the needs of the people they are about.

Overall people are very happy with the care and support they receive. People told us care staff are mostly on time and will get in touch if they are delayed for any reason. A family member told us it is reassuring to have a dependable provider in place. People are asked about their preferences, in terms of gender of care staff and call time preferences. We saw these requests are met as best as they can be. The provider also asks new staff to complete a one-page profile to capture information about them which can then be considered to identify similar interests and hobbies, promoting positive working relationships with people.

Infection prevention and control procedures are in place. Care staff complete training in this area and have policies to follow. Personal protective equipment (PPE) is available to staff and is used to help prevent cross infection when supporting people.

## Leadership & Management — Good

People benefit from a service which is well organised and is committed to providing people with high quality care and support. There is good daily oversight which means care calls are well organised and carried out as per the call schedules. Quality monitoring is carried out by all members of the management team and findings are shared within the quality-of-care report. The provider identifies ways they feel the service could be developed. The responsible individual (RI) is very involved in the operation of the service, supporting with staff development, seeking feedback from people, and monitoring the overall provision of the service. Policies and procedures have been reviewed and updated, providing further support to staff, in areas such as whistleblowing and the on-call procedure.

People are supported by a stable team of care staff who have been safely recruited. We found all the required pre-employment checks to be in place before someone begins working for the provider. This includes disclosure and barring service checks and obtaining appropriate references. Care staff receive an in-depth induction and complete a comprehensive training programme. This means they are equipped with the knowledge to be able to support people confidently and safely. The provider supports people with their ongoing learning and development to attain further professional qualifications. All staff are supported to register with Social Care Wales, the workforce regulator. Care staff receive regular one to one supervision with their line manager and have an annual appraisal with the RI. Care staff told us they are well supported and receive excellent training. We were told the office is run well and the team leaders are very hands on.

# 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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