Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Michael Phillips Care Agency Ltd

Michael Phillips Care Agency Ltd, 30-32, Kinmel Street, Rhyl, LL18 1AN

01745350923

www.michaelphillipscareagency.co.uk

Date(s) of inspection visit(s): 08/07/2025

Service Information:

Operated by:	Michael Phillips Care Agency Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh Language and culture, or is working towards a bilingual service.

Ratings:

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

Summary:

Michael Phillips Care Agency Ltd is a domiciliary support service. The office is located close to the town and local amenities.

People and their relatives are very happy with the high-quality service they receive. They are involved in how they want care and support to be provided and their choices and preferences are well respected. Personal plans focus on people's strengths and abilities which promote and maintain their independence. Staff are kind, gentle, caring and highly effective at meeting people's needs. Staff build positive and trusting relationships with people and their families offering them consistency, company and go above and beyond for them.

The staff team receive in-depth inductions; comprehensive in-house training and have opportunities to learn and develop further in their roles. They are skilled, dedicated and have job satisfaction. Staff told us they feel very well supported and are highly complementary about each other and the management of the service.

There is good oversight of the service with some quality assurance systems in place. The Responsible Individual (RI) completes a six-monthly quality of care review to make improvements to the service. Management are available and lead by example, covering calls to assist staff and

keep in contact with people and their families. Good practice is shared with other agencies and professionals. A positive and compassionate culture is promoted.

Findings:

Well-being — Excellent

People have very strong control over their lives. Personal plans include information about choice making and preferences such as names, language, food and drink and specific details including where they prefer to eat their meals. Difficulties and dislikes are also clearly recorded for staff to be aware of. The service promotes the Welsh language Active Offer. There are some Welsh speaking staff and all staff are encouraged to use basic Welsh phrases.

Peoples physical, mental health and emotional wellbeing needs are effectively met to a high standard. Personal plans include any health conditions, equipment needed as well as professional involvement. In-depth, in-house training is provided around health conditions with different equipment brought in to show staff. The RI told us they have good relationships with professionals. Professionals told us *"Michael Phillips is a fantastic agency with fantastic staff who always go way over and beyond to help others".* The RI also told us staff go above and beyond what is required in people's personal plans with lots of examples shared of this. Staff commented we *"Go over and above, always doing the extras for people, always find space"* and *"A lot of carers go above and beyond for people".* Relatives refer to staff as gentle, marvellous and wonderful. Relatives commented on *"Care visits by four highly experienced dedicated Michael Phillips carers. They are always cheerful"* and *"All Carers 100%. Very friendly, helpful towards me".* Plans include information about people's personality traits as well as what upsets them. This can help staff to notice changes or if there is something wrong, they are able to offer additional support to people where appropriate.

People significantly benefit from having positive and trusting relationships with staff who provide them and their families with consistency and company. Staff told us they get to know people and their families really well, understand their important relationships and different family dynamics. Staff said they speak with families every day of the week and they all have really good relationships. Relatives told us how the service has really helped them to continue to care for their loved ones in their own homes and provides company for other members of the family.

People are safe and protected from harm. Relatives commented *"Their communication is brilliant. They will either phone me or text me with any concerns".* They also said *"Communication is good, internal and external. Nothing gets missed. All I have is praise".*

Care & Support — Excellent

People have accurate and up to date detailed personal plans in place. Staff told us there is a lot of family involvement in arranging and carrying out assessments, checking personal plans and making amendments. Plans are reviewed and any changes to care and support are communicated with people, relatives and staff.

People are offered high quality care and support. Plans are outcome focused looking at people's strengths as well as promoting their independence. They include information about their lives, important relationships and what matters to them now. Staff and relatives told us the care and support is *"Excellent".* Relatives told us they are "*Very caring towards my dad", "They understand my mother's needs"* and *"My mother has received an excellent all-round service".* Other comments include *"I would be lost without them. I feel at ease knowing they are coming to look after my dad, because the care is exceptional".* Relatives also said, *"The staff are professional", "The staff are all excellent, professional, caring and very helpful/understanding"* and *"Exceptional caring staff".* The RI provided lots of examples about making a difference for people. This includes putting in additional calls, greater flexibility accommodating specific requests and liaising with other professionals and services to ensure people and their relatives receive the assistance they need. Staff also take people's pets to the vets and pop to the shop or chip shop on their way to calls asking people if they want anything picking up. Relatives commented *"Everything is working well", "Can't sing praises high enough", "100% recommend them", "I would highly recommend the agency",* and *"The agency and carers are brilliant".*

Rotas are completed in advance so people know which staff members to expect for calls. People are also provided with the same staff member every morning during the week with another staff member allocated for weekends to provide consistency. There is a clear understanding of each person and their family's requirements ensuring courtesy calls are made to inform them of any changes. Relatives commented on staff, *"They are punctual"* and *"They are timely and reliable".*

People are protected from harm and abuse. There are policies and training for staff in safeguarding. The management are always available and approachable. Staff told us they are *"Able to report concerns easily"* and *"Concerns are acted on".*

People's risk of infection is managed safely. Staff receive infection control training; audits are carried out and there is a policy in place for staff to follow. There is a stock of personal protective equipment for staff to use.

Leadership & Management — Good

People are supported by a highly motivated, skilled and dedicated staff team who are recruited, supported and well trained. Recruitment checks are completed and staff are matched with people with shared interests and similar personalities. Staff are registered with Social Care Wales, the workforce regulator.

Staff receive a comprehensive induction, training and shadow more experienced staff before completing any calls on their own. Staff comments include, since they *"First started, held my hand through the whole lot"*. Staff told us their opportunities for learning and development are either excellent or good. In house training is provided by the management and test papers are used following training sessions to ensure staff knowledge and understanding of these topics. Staff told us they *"Offer so much more training", "Always available and easy to understand training", "The company gives you the training you need for the role"* and *"Training good, enjoy and feel its beneficial".*

Staff told us they feel very well supported. They can ring the office anytime and told us all supervisors are approachable, really nice and have different strengths and experiences. Staff commented on an *"Amazing staff team. All like family, worked together for so many years".* They also told us about a *"Great team ethos and very supportive whenever you need support", "Great team to work alongside, helpful and supportive"* and *"Brilliant staff and work ethos and excellent training package".*

Systems and processes provide good oversight of the service. The RI and manager work well together and are supportive of one another. Meetings take place all the time to discuss any issues and improve the service. The RI told us about sharing good practice with local agencies and health and social care professionals, including lessons learnt to further improve service delivery. The RI carries out a six-monthly quality of care review to obtain feedback and make changes to the service.

A positive and compassionate culture is promoted. The RI provided lots of examples including offering flexibility for staff to attend children's sports days and parent's evenings. Calls are covered for staff to be able to attend people's funerals. Staff are encouraged to take care of their own wellbeing. They are recognised and rewarded for their achievements. Staff always receive a birthday card on their birthday and small gifts at Christmas and other seasonal holidays. Staff told us they *"Actually, care about clients and do genuinely care about staff", "Proud to be part of it and always have been"* and *"It's the best job in the world".* Relative's comments include *"Excellent service and great compassion and communication".*

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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