Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Liberty Care Flintshire Ltd

Liberty Care (flintshire) Ltd, Sealmart House, Bryn Hilyn Lane, Mold, CH7 1JY

01352756706

libertycareflintshire.co.uk

The inspection visit took place on 20/01/2026

Service Information:

Operated by:	Liberty Care (Flintshire) Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The 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	Excellent

Summary:

Liberty Care (Flintshire) Ltd is a domiciliary support service. The office is located close to amenities in Buckley.

People's wellbeing and their care and support is excellent because of the person-centred service they are offered. Personal plans focus on people's health, wellbeing and their important relationships with others. The service excels at involving and including people and staff with creative and fun events for everyone to look forward to resulting in prizes and fundraising for charities.

Leadership and management of the service is excellent. The staff team are highly motivated, extremely well supported and receive training and encouragement to develop further in their roles. Staff are extremely positive about working for Liberty Care (Flintshire) Ltd, they feel valued, appreciated and always listened to.

The responsible individual (RI) is also the manager and is based at the office. They carry out a combined three-monthly visit and quality of care review which is completed more often than is required. A positive culture is strongly promoted which creates a supportive and inclusive environment for all.

Findings:

Well-being — Excellent

People have strong control over their lives. Very detailed person-centred information is gathered to create personal plans as staff get to know people and their families. This includes recording people's life history and their current living arrangements. Personal preferences, likes and dislikes are clearly recorded in plans for all staff to be aware of. The Welsh Active offer is promoted. Staff are actively encouraged to participate in speaking and learning the Welsh language and are offered a course with the local College. Relative's comments include *"Friendly staff, they can speak and/or are learning Welsh".* A 'Saint David's Day Welsh Window Dressing Competition' was held with people visiting the office and look at the display.

People's physical, mental and emotional wellbeing needs are extremely well met because of the exemplary support offered by caring staff. Personal plans include any health conditions as well as professionals involved. Documentation clearly sets out the arrangements for attending appointments, including the role and involvement of their relatives. Plans acknowledge peoples worries or anxieties reminding staff of specific steps to take to alleviate this whilst delivering care and support. Uniforms have staff names embroidered on them to help people who may struggle to remember names reducing any embarrassment or awkwardness this may cause for them.

People and their relatives significantly benefit for having trusting and positive relationships with staff. Plans include information about people's important relationships and any informal care or social support provided by others, so that staff know who they may meet during their visits. People and relatives commented on *"The friendliness of each member of staff", "Everyone that comes to my father's home are lovely and caring. Willing to go above and beyond"* and *"All staff are very kind and caring and treat my mother with dignity and respect. They treat her as a person and not just a client".* They also said *"Generally, staff are dedicated, punctual and most have developed a close bond with my elderly parents", "Don't see them as carers, see them as friends". "Didn't realise but they don't just keep an eye on X, they keep an eye on me"* and *"Able to have a laugh and a joke, and the conversation isn't forced".* The provider displays thank you cards on a large board in the office, reflecting families' appreciation and their wish to stay in touch even after the service has ended.

People are safe and protected from abuse and neglect. Policies and training are provided for staff to keep people and themselves safe from harm. Relatives commented on *"The attention to the safety for my Mum"* and *"Safety is an important factor in the care that they give to my Mum".*

Care & Support — Excellent

People have up to date and highly detailed personal plans. They are actively involved in putting together their personal plans and information is gathered from their families, representatives and any professionals involved in their care and support. Plans can be easily accessed electronically by social care professionals before reviews take place. Relatives can also access information if people are happy and give consent for them to do so. Plans are kept under review ensuring that discussions about what is working and not working for people result in their care and support being adjusted to meet their needs.

People receive excellent care and support provided by a motivated and caring staff team. Relatives are highly complementary about their experiences and the staff who visit. Relatives commented *"Very attentive, punctual and service delivered to a very high standard"* and *"The carers are all lovely, professional and respectful of their client's needs. They arrive on time and complete their work to the highest standard".* They said, *"They are always approachable and reliable", "The staff are very caring and understanding of their clients need. They chat with them and brighten their day", "Just like to say a big thank you for making our lives so much easier and reassuring"* and *"Couldn't do without them".* They also commented *"The carers themselves. They are marvellous"* and refer to *"Their professionalism and wonderful carers".* Professionals also commented *"Always professional in their interaction"* and *"Got a good rapport with the agency and staff".*

People are achieving their outcomes. We were provided with examples of how these have been achieved and the positive difference this has made to people lives. Flexible social calls are arranged for people to be able to go out to cafes, have haircuts, go on adventures as well as providing company for them at home. Respite calls support relatives to spend time with their friends and pursue hobbies. Monthly newsletters are sent out to people including trivia and crosswords and people receive a packet of biscuits for completing and retuning these. Newsletters also include any exciting news about staff for example upcoming weddings or holidays and local community events such as carnivals and coffee mornings which may be of interest to them. Staff told is *"We bring the outside into people, let them know what's happening".*

People are protected from harm and abuse. There are policies to follow and training for staff, so they know how to keep people, themselves and others safe. Staff told us they can raise any concerns and there is an on-call system in place for them if needed.

Peoples risk of infection is managed safely. There is a policy in place and staff have access to personal protective equipment.

Leadership & Management — Excellent

People are supported by a happy, committed, motivated and stable staff team. Staff files contain information, checks are completed, and they are registered with Social Care Wales, the workforce regulator.

Staff feel very well supported. They commented *"Excellent support throughout, from seniors and management"* and *"The management team are very supportive, nothing is ever too much to ask. They are very proactive and enthusiastic to maintain a happy working environment".* Staff told us, *"Liberty Care definitely work together as a team".* Staff wellbeing is highly prioritised with their preferences for working times identified and respected. A menopause policy and group have been set up to assist and provide additional support for staff members. Staff commented *"Liberty Care are truly amazing they always put their staff and service users first; nothing is too much trouble".*

Staff said their opportunities for training and development are mostly excellent. Training rooms are available at the office for providing both theory and practical in-house sessions. A practical manual handling session was taking place on the day we visited the office. Staff said, *"We also get great opportunities to learn and be supported by members of management"* and *"Overall improvement and career progression is actively encouraged with support given for all carers to work on their qualifications in health and social care".*

Travel and call times are considered taking in to account rural locations, travel and weather conditions. Relatives appreciate the *"Ability to accommodate needs and flexibility with schedule"* and *"My Mum benefits from her visits and has got to know her regular carers very well".*

Arrangements in place ensure excellent oversight of the service. A quality-of-care review is completed more frequently than is required and is combined with the RI's three-monthly visits. This would benefit from some more detail and analysis of information to cover all areas required. Relatives are extremely complimentary about the service. Their comments include *"I would absolutely recommend due to the efficient way the agency is run and the nature of all the staff from the office to the hands-on carers".*

A strong positive culture is promoted which includes everyone. Creative ways are used to encourage and involve people, families and staff in fun activities and events. For Easter staff dressed up as Easter bunnies delivering chocolate eggs to some people. Office events are often held including a party for VE day. Examples of fundraising include charity events for Motor Neurone Disease, Welsh Air Ambulance and Alzheimer's society. Staff said, *"Liberty has a happy and cheerful environment", "Liberty Care Flintshire is a genuinely supportive and positive place to work"* and *"I feel valued, supported, and trusted in my role, and there is a real team spirit across the service".*

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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