Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Stars Domiciliary Care Ltd

S T A R S Domiciliary Care Ltd, 10 Garth Drive Brackla Industrial Estate, Bridgend, CF31 2AQ

01656333023

Date(s) of inspection visit(s):

07/05/2025, 06/05/2025

Service Information:

Operated by:	S.T.A.R.S. Domiciliary Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

STAR's Domiciliary Care Limited provides care and support to individuals experiencing complex needs withing the Bridgend area. Support is provided for people in supported living accommodation and those who access their 'outreach' service.

People's wellbeing outcomes are excellent because they receive personalised support from a knowledgeable and enthusiastic team of care workers. People have as much control of their lives as possible and are fully involved in the decisions that affect their lives. Highly detailed personal plans detail how people like their needs met which are reviewed regularly. Care workers provide people with timely support and complete care recordings to a good standard. People engage in an extensive variety of meaningful activities to enhance their well-being. People feel safe and protected from abuse and neglect and are informed about how to raise concerns. Care workers receive highly effective training and support to undertake their roles. The service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. The Responsible Individual (RI) and manager have excellent oversight over the day-to-day running of the service by utilising effective quality checks and assurance processes that drive continuous improvement.

Findings:

Well-being — Excellent

With few exceptions, people are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. The service supports independence and choice through proactive risk management. People are encouraged to identify their own goals and outcomes and develop achievable tasks to lead them to their goal. People's rights are respected, and they are supported to make their decisions as aspiring as they can. People are empowered to seek out education, or voluntary work, as they wish. This gives them a sense of purpose, contribution to community, and helps build confidence and independence.

A very strong support system ensures any risks are promptly identified and addressed. Risks to individuals are included in detailed personal plans and highly effective risk assessments, which are regularly reviewed. Any issues or complaints can be raised with the manager, who has an open-door policy, or via the formal complaints process in place.

People are actively involved in decisions that affect them, their voices are respected, and they are provided with comprehensive information to support decision making. Care workers are enthusiastic about organising and accessing individualised activities and events for people, and the service provider holds frequent events for people to come together with those living in nearby schemes for shared experiences and networking. Care workers support people to develop a weekly planner so people can have choice and control regarding their daily activities. Monthly meetings take place where people can share any concerns, wishes and are encouraged to participate in decision making concerning the running of the 'house'. An informative information leaflet is given to people who receive support, this includes clear details on how to make a complaint or how to access advocacy services.

People are supported very well to develop and sustain positive relationships within their community and with the people they live with. The service has strong links with various community groups. Care workers are very attentive and respond to people's different needs with appropriate levels of effective prompting and support. People appeared relaxed and comfortable in the presence of care workers. They speak in a very friendly, caring and respectful way and people respond positively. People receiving support told us "*The staff support me, I feel safe*", "*the staff are wonderful*" and "*You get help and support whenever you need it*". We witnessed hugely positive interactions during the inspection and saw care workers supporting people in a dignified manner.

Care & Support — Excellent

People are supported by highly motivated staff with an excellent understanding of their individual needs and preferences. The provider completes effective assessments of need, and how the service will be able to meet those needs. They carry out a thorough assessment prior to a person receiving a service to ensure they can meet their needs and to consider the impact of other people receiving support. Personal plans are person-centred, detailed, and contain relevant and proportionate risk assessments associated with people's outcomes. They are highly effective, reflect individual needs and give the information needed to support people well. Where possible people and/or their relatives are involved in developing their plan, identifying their own goals and outcomes, and have monthly review meetings. Daily records seen and discussion with people show care workers work exceptionally hard to make sure people's personal outcomes are met. There is an excellent variety of activities on offer, people have a choice in what they want to participate in. We saw people have been supported to attend concerts, have holidays, support with weight loss and support to manage finances. A relative told us "*They are very supportive and helpful. Nothing is too much trouble for the team*".

People are kept safe by a strong approach to safeguarding. There is a proactive and positive culture of safety in the service, based on openness and honesty. All care workers have completed up to date safeguarding training. There are effective safeguarding and whistleblowing policies and procedures in place to underpin good practice. Care workers create a safe space for people to raise any concerns they have about their safety. People are regularly consulted and involved in any matters that concern them. Thorough risk assessments identify any possible risk of harm to the individual or to others. People spoken with told us they feel safe when receiving the service.

Care workers work closely with people to involve them in understanding and administering their medication where appropriate. Medication is stored securely and audited monthly with twice daily medication counts taking place. When any 'as required' medication is given, the reason for it and outcome is recorded. The service has strong links with external health professionals involved in people's care. People are supported and encouraged to make, and attend, health appointments and implement the guidance given. A health professional told us "*Staff have been very responsive as needs have changed and maintain good communication*".

Leadership & Management — Excellent

People achieve excellent outcomes because the provider has a very strong commitment to ensuring skilled and knowledgeable care workers are in the service at all times. The service provider makes sure there are enough suitably qualified and trained care workers to deliver quality care and support. They recruit staff safely and provide them with consistent support to ensure they deliver a good standard of quality care to people. We sampled staff personnel files and found they contain all the required recruitment information. This included references and a current Disclosure and Barring Service (DBS) check to ensure they are fit to work. Care workers are registered with Social Care Wales (SCW) the work force regulator. They are up to date with both comprehensive mandatory training and specialist training relevant to the needs of the people they support. Care workers we spoke with feel supported by their manager and records confirm that they receive regular one to one supervision sessions. Staff turnover at the service is very low, and the care workers we spoke with are enthusiastic and happy in, their roles. There is an on-call system that goes over and above what might be expected. There is a 'back up' on call manager who is available to cover any staff shortages. This means agency staff are not used, which provides continuity for people being supported. We saw care workers follow robust company policies and procedures, which supports good outcomes for people. A care worker told us "*I honestly love my job and don't see myself ever doing anything else*".

The provider uses comprehensive audits of all aspects of the service to monitor practices. Highly effective governance arrangements and strong leadership ensure good quality care and support for people. We saw evidence that the Responsible Individual (RI) has good oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place. On a six-monthly basis, the RI produces a quality-of-care report. The service appropriately notifies relevant regulatory bodies and statutory agencies when there are concerns or significant events that might affect the well-being of individuals receiving care. A dedicated and experienced manager ensures people are at the heart of the smoothly run service. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the service, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. Care workers told us the manager has an 'open door' approach and is very approachable. They also told us they feel valued and respected.

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.

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