Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

AMG Nursing and Care Services - Wrexham

Unit 2 Marcher Court , Sealand Road , Sealand , Chester , CH1 6BS

01244347200

www.amgnursing.com

Date(s) of inspection visit(s):

Service Information:

Operated by:	AMG Consultancy Services 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 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:

AMG Nursing and Care services deliver a domiciliary care and complex needs care service in North Wales. With the support and leadership of qualified nurses within the service they can supply care and support to people and children with complex care needs, enabling them to remain at home with family and friends.

Care staff, managers and the responsible individual (RI) are committed to providing high quality care and support which improves and enhances people's well-being. They work closely with parents and relatives of adults who lack capacity, ensuring a strong and collaborative working relationship is maintained. Care staff know people exceptionally well and can understand and anticipate their needs to meet their well-being outcomes. Care staff are highly trained and skilled in the delivery of complex care tasks, and leaders ensure care staff are competent to deliver specialist care. There is a strong leadership and management team, who regularly monitor and review services ensuring they are running smoothly and delivering the best possible care to people.

Findings:

Well-being — Excellent

People and children are supported to maintain and improve their physical, mental and emotional health because of the exemplary support they receive from staff. Care staff attentively support people and children with complex health and care needs. They ensure their health needs are met, whilst treating people with dignity and respect. Care staff know people well, and when people are unable to communicate verbally, they take time to understand their non-verbal communication so they can anticipate and respond quickly to meet their needs. Both relatives and a health care professional we spoke with told us care staff know people's personalities and understand their needs. Care staff support people to participate in enriching activities in line with their personal interests, such as pamper sessions and beauty treatments. The service provider ensures care staff support people on trips out into the local community in a safe way, providing risk assessments and care plans to enable this to happen. One person has enjoyed a caravan holiday with the support of care staff, which is something that did not previously seem possible to family members. One relative told us care staff "*Go the extra mile.*"

Leaders and staff show an outstanding and clear commitment to listen attentively to people and their families. They have a clear understanding of mental capacity, and consult with family, friends or advocates when people are unable to speak for themselves. They ensure any issues are taken seriously and responded to promptly. A relative told us, the manager is always available and can be relied upon to return their call within minutes. They gave us some examples of how the manager and RI have listened to their suggestions to help the care package run more smoothly, working collaboratively with them to solve issues. People and families are involved in staff recruitment where possible, giving them choice and control over their care package. The service has Welsh speaking staff, who can provide care and support in Welsh, if this is requested.

A very strong support system ensures any risks are promptly identified and addressed. Care staff maintain clear and thorough records of all health monitoring and care which is delivered. There is a strong relationship within the care staff team and with relatives, ensuring care staff and relatives are confident to raise any concerns. A nurse, the manager and compliance team visit regularly to maintain strong relationships and provide support to the care team.

Care & Support — Excellent

People receive exceptional care and support due to the significant involvement with them, their families, friends, or advocates in the support planning process. Personal plans give clear and detailed information about people and children. They give a clear sense of the person, describing their personality, interests, and how they like care to be delivered. For people with complex medical issues, personal plans are structured in a person-centred way, avoiding complex medical terminology. These can be followed by care staff to clearly understand the person behind the medical condition and how to meet their needs. Personal plans contain clear instructions for care staff to follow to ensure any moving and handling is completed safely. We found personal plans are consistent and contain risk assessments which consider how to manage any identified risks and protocols to follow in an emergency.

The provider gathers highly detailed information from other professionals involved in people's care to ensure they can meet their needs. A healthcare professional told us they have a good working relationship with the service and the care staff are "*Highly skilled*" and are meeting people's needs "*Wonderfully well*". We found care is consistently delivered in line with personal plans. Any risks affecting people are carefully considered with risk assessments detailing how to identify a change in people's health or well-being and a protocol to follow for different scenarios.

People who lack capacity to make decisions are exceptionally well supported to ensure their best interests are considered. There are clear protocols in place for any 'as required' medications. Personal plans are clear about how to support people prior to administering medication if they are agitated or distressed. Relatives are consulted in a best interest decision making process when 'as required' medication is used. The nurse overseeing the care package completes monthly audits of medication, to ensure safe processes are followed. Their audits pick up on any issues or concerns recording the action taken. They also review the use of 'as required' medication as part of this process, to ensure it is used effectively. Medication is reviewed as part of a care plan review by the compliance officer. This ensures medication practices are safe and effective.

Leadership & Management — Excellent

People have high levels of confidence in the service provider because leaders in the service ensure there is a very strong, positive culture, which is supportive, inclusive and respectful. The manager of the service is approachable and available to deal with any issues or concerns. A relative told us they respond quickly to their calls and listen attentively, and every issue has been effectively resolved. The manager and RI make regular visits to people to ensure the service is running smoothly and to gain the views of people and relatives. The compliance officer visits monthly and completes a thorough overview of the service. They review care plans, a selection of staff files, and interview care staff to check their knowledge and understanding of issues such as safeguarding and capacity. On their three-monthly visit, the RI ensures they speak to people, relatives and care staff to gain their views. They are committed to ensuring a high-quality service is delivered and ensure any issues raised are carefully considered alongside possible solutions. They also complete a six-monthly quality of care report, which is an open and transparent record, recording and considering any negative responses from surveys alongside positive feedback. In doing so they seek to continually improve the service. Care staff told us the manager and RI listen to them and act upon their views and suggestions. The service provider recognises the achievements of care staff through initiatives such as ‘carer of the month’, which recognises those who provide outstanding care and support. Care staff receive a newsletter which is bilingual in Welsh and English. This helps keep care staff in touch with news at the service, which is important for staff who work at distance from head office.

The provider actively involves people, or relatives, in hiring decisions to ensure staff providing care are chosen thoughtfully. A relative told us how important this is to them, and a healthcare professional told us this involvement in recruitment is effective in maintaining the high quality of care provided. Care staff undergo recruitment checks to ensure they are sufficiently skilled and competent for their roles; we saw evidence of Disclosure and Barring Service (DBS) checks and reference checks. Care staff receive regular training and competency checks by a nurse to ensure they are competent to deliver any specialist care and support. They also receive regular supervision and an annual appraisal which can help identify any additional learning and development needs.

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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