Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Coleridge Homes Ltd TA Home Instead

Unit 1 Kingsway Business Centre, Kingsway, Swansea, SA5 4DL

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https://www.homeinstead.co.uk/swansea/

Date(s) of inspection visit(s): The inspection visit took place on 25/07/2025

Service Information:

Operated by:	Coleridge Homes Ltd
Care Type:	Domiciliary Support Service
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	Good
Leadership & Management	Good

Summary:

Coleridge Homes Ltd TA Home Instead is a domiciliary support service with an office base in Fforestfach, Swansea. The service currently provides care and support to people living in their own homes throughout Swansea.

The service promotes excellent well-being outcomes as it supports people to develop their community connections and focuses on and celebrates their strengths. There are systems in place to ensure people's voices are truly heard, respected and used as a lever for positive change. Care staff deliver a good standard of care and support to help people stay healthy and active. People enjoy quality time with care staff and can rely on the service to cater for their needs and wishes.

The service benefits from good leadership and management. The Responsible Individual (RI) supervises the running of the service effectively and is committed to making continuous improvements. Staff are recruited safely and receive a high level of support to enable them to carry out their roles effectively. The service is improving administration systems and building a stable team of staff to provide good continuity of care.

Findings:

Well-being — Excellent

People have full control and influence over the service. They are routinely consulted about their care and support, and personal plans reflect what matters to them most. The management team regularly gathers feedback about people's experiences, to ensure the service remains suitable. People, families and staff complete annual quality surveys through an independent company, giving them the opportunity to share their views. Results from the latest survey were consistently positive, with high scores in all performance areas. Comments include *"Home Instead is quite outstanding. All my carers have been absolutely first class"* and *"An amazing company. I can feel safe and in control every time I get a visit"*. People have access to accurate and up to date information about the service.

People experience the best possible service as the management team responds flexibly to requests, dealing promptly with any issues and adapting care arrangements as needed. Relatives feel the service is *"very responsive and interactive"* and *"...a vital part of the care journey for us. They feel like extended family who become friends and adapt their care plan smoothly as needs constantly change".* People feel safe with care staff, who have a sound understanding of their needs and preferences. Care staff also update families promptly about any health changes or concerns. One person told us *"Home Instead is very good… don't think there's anything they could change"*. The service has up to date policies and procedures to promote safe practice and an excellent support system for staff. Staff understand the whistleblowing policy and have access to a free Employee Assistant Programme. They told us *"Office staff always friendly and easy to communicate with"* and *"Working for Home Instead is really rewarding and I enjoy working for the company".*

People can build social connections and engage meaningfully with their community. People's social interests are acknowledged within personal plans and care calls are arranged to support community contact, as desired. The service organises and engages in various community events, which people can access if they wish. These include memory walks and a fortnightly memory café. The service also partnered with an animal charity to hold a 'Furry Friends Companionship Café' during dementia action week. The management team is passionate about finding ways to help people with more complex needs regain independence and reintegrate into community life. The service recently compiled an article to celebrate one person's life achievements and help dispel negative perceptions of dementia, and this was featured in local magazines as well as the service's own newsletter. In addition to issuing newsletters to staff and those using the service, a community newsletter has been introduced and is growing in popularity.

Care & Support — Good

The service collaborates with people to design their care and support. The manager completes thorough assessments to determine if the service can meet people's needs. These highly detailed assessments inform the development of personal plans and identify what people want to achieve. Positive language is used throughout, focusing on people's strengths in relation to all aspects of their care and support. One person told us *"All went smoothly… I met someone to begin with and agreed a mutual service plan"*. People also sign a service agreement before care calls are scheduled. Specialist training has been arranged to enable the service to cater for people's more complex needs. The staff team includes a few Welsh speakers, although the manager confirmed there is no current demand for a service in Welsh.

People receive good quality care and support. Care staff deliver calls at the right time and consistently follow personal plans. Personal plans are easy to understand and written from people's own perspective. One staff member said, *"Care plans are really well written, really detailed, they tell us everything"*. Care staff also have access to relevant health information and guidance, to support their learning and practice. Survey results show that 90% of people feel care staff have an excellent understanding of their care needs. Care staff manage people's medicines confidently and maintain a good standard of hygiene and infection control. The management team carry out reviews and quality checks to ensure the service is meeting people's needs and expectations. Updates to personal plans are communicated clearly to care staff. People told us *"The standard of care, it's all very good"* and *"They have been in touch to check all's going well"*. Reviews are planned more often than the Regulations require, although a more organised filing system would make accessing records easier.

People and their families have developed trusting relationships with care staff. They said, *"We have a good rapport"* and *"In the main, they're all very good"*. However, the service has faced challenges with recruiting and retaining staff who have the required skills and good character to undertake their roles. This resulted in a higher staff turnover rate, which disrupted call schedules and impacted on the continuity of care people receive. Care staff told us *"Schedules aren't good and continuity lacks"* and *"Only issue is scheduling – a little bit disorganised in terms of location… Can be demanding with regards to covering extra calls"*. The service has employed enough staff to operate safely. The management team is also continuing to review how calls are scheduled, providing additional training and support to new office staff. Overall, people are familiar with their care staff and value their time together. We observed care staff to be professional and respectful in their approach to care.

Leadership & Management — Good

The service has a strong leadership and management team. Care staff do not feel isolated due to the quality of support they receive. Care staff said, *"The office and on-call team are always there to offer advice and guidance whenever I need it"* and *"Really good at communicating with staff and making sure they're comfortable. I can't say it enough, they're so responsive"*. The management team communicate with people effectively and try to accommodate all requests. People told us *"It's very easy to ring the office and make changes"* and *"They're very good at communicating changes and whatnot"*. The service operates a clear complaints policy, with the management team promptly acting upon and learning from concerns.

The RI is actively involved in the day-to-day running of the service and closely monitors standards through robust systems of audit. This helps ensure the service operates in line with its statement of purpose; a key document that explains how the service will achieve its aims and objectives. The RI conducts six-monthly quality-of-care reviews, which reflect on how the service is performing and what actions will be taken to ensure it continually develops. There are plans to further develop the live-in service and expand the service into other regional footprints, subject to CIW approval.

People are supported by staff who have sufficient time to provide good quality, holistic care. Call durations are scheduled for a minimum of one hour and care staff are usually allocated enough time to travel between calls. Care staff discuss their working hours during formal supervision meetings and are offered a choice of contractual arrangements. Staff go through an appropriate recruitment and vetting process. The RI has implemented a new system to track the renewal of Disclosure and Barring Service (DBS) checks, so these are carried out on time. The service operates an effective disciplinary policy to address staff conduct and performance issues.

Care staff have the skills to cater for people's care and support needs. The service ensures care staff go through an effective induction and training programme. One staff member said, *"Home Instead has given great training… the induction training was really informative and helpful".* Care staff register with Social Care Wales and have opportunities to complete recognised care qualifications. Their practice is assessed and monitored during spot checks, which managers carry out when care staff are delivering care. Staff receive meaningful supervision and appraisal, allowing them to reflect on their performance and development. The management team recognise staff's achievements to help keep them motivated. Staff told us *"I love this job"* and *"The company is great. I love my role and everything else"*.

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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