Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

3 Circles Care Limited

Morgans, Central Chambers, Lion Street, Abergavenny, NP7 5PE

01873269273

www.3circlescare.co.uk

The inspection visit took place on 01/10/2025

Service Information:

Operated by:	3 Circles Care Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

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

Summary:

3 Circles Care is a domiciliary support service with an office base in Abergavenny. 3 Circles Care's stated purpose is to provide quality care to adults and older people to help them achieve their desired outcomes.

People experience good wellbeing outcomes because the support people receive helps them to live well, maintain and improve upon their health. People's outcomes are understood, and they have as much control as possible over their day to day lives.

The care and support people receive is good because care workers know people well, and they have up to date personal plans. Plans for people's care and support are co-produced with the person, their representatives, relevant professionals and the service provider.

Leadership and management is good because the provider has appropriate oversight of the service. People and staff provide feedback which contributes to assessing care quality and improving the service. Care workers are safely recruited and receive effective induction and ongoing training.

Findings:

Well-being — Good

People using 3 Circles Care 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. A person using the service told us, "*I think they are very caring and thoughtful.*"

People are valued by the care workers and have as much control as possible over their day-to-day lives. People make day-to-day decisions and care workers/the service provider ensures their voices are respected and acted on. We were told by a person using the service, "*The support is flexible, It's what I need on the day*." People are offered choices and have opportunities to make decisions about their care and support. People's interests, culture, life experiences, identity, spirituality, and relationships are understood, valued and respected by leaders and care workers.

Care workers and the management team listen attentively and provide clear information, supporting people to make informed choices. This strong approach helps people to take charge of their lives with confidence and assurance. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. This is reflected in people's personal plans. People's well-being and safety is prioritised by identifying and managing potential risks.

This service is not making a significant effort to promote the use of Welsh language and culture. At present, no Welsh speaking clients are using the service.

Care and support planned by the service and positive interactions with care workers help to enhance people's wellbeing. The service is valued by people using the service and their families. A representative of someone using the service told us, "*The fact that they are there when I feel unsure, is what I need*."

People are safeguarded from abuse and neglect. There are strong support systems to ensure any risks are promptly identified and addressed.

Care & Support — Good

People receive consistently good quality care because the management team assesses whether the service can meet their needs and personal outcomes. The care and support people need and the capacity of the service is given thorough consideration, before they are offered a service. The management team gather useful information from professionals and others already involved in people's care and support. They talk to people themselves about their needs and preferences. The information gathered fully informs the decision about whether they can provide a service to people.

Plans for care and support are co-produced and reviewed between people, their representatives, relevant professionals, and the service provider. Personal plans are strengths based and outline how care workers should support the individual to achieve their well-being outcomes. People's voices are heard in their plans, which consistently include their preferences, routines and beliefs. Care workers told us they could rely on plans being updated quickly, in response to changes in people's needs or preferences. Care is delivered in a way which fits with the routine and structures of people, in line with their needs and preferences.

People are referred for appropriate care and treatment at the right time. Recommendations made by health professionals are carried out as directed.

People are kept safe by a robust approach to safeguarding. People feel secure, knowing staff understand and act in accordance with their safeguarding responsibilities. Care workers told us they understood what to do if they had a safeguarding concern.

People receive their medication as prescribed and in accordance with the service provider's medication policy. Medication management systems are safe, records are complete, and the overall administration of medication is effective.

Leadership & Management — Good

There is a positive and compassionate culture at 3 Circles Care. A representative of someone using the service told us, "*It's a small company and it feels like a very personal service.*"

There are effective quality monitoring systems, including audits of care and support provided. There are regular visits to the service by leaders, who encourage feedback from people and staff. This feedback is used to support evaluating care quality and to drive continuous improvements in the service. The manager regularly conducts spot checks of care workers in people's homes to monitor the quality of care and support provided.

The manager and care workers know the people well and people are comfortable and relaxed in their company. People trust and value the care workers, a person using the service told us, "*The girls are pleasant, very amenable.*" Care workers have trust in each other and feel well supported. A member of staff told us, "*We all get on fantastic.*" Staff have confidence in the management team, a member of staff told us about the manager and RI, "*I get on brilliant*."

The provider supports staff development. Care workers complete comprehensive mandatory training and induction. Care workers have a positive attitude to professional development and training compliance is good. Care workers told us they receive regular supervision.

Care workers are well supported by the service provider, through effective induction and continuous training provision that is relevant to the needs of the people they support. The manager of the service monitors staff qualifications and training. Training compliance is good, with most care workers having completed a majority of the mandatory training required for their role.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care workers to deliver quality care and support. The service provider has strict selection and vetting processes for hiring staff, to ensure all staff are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care workers. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

Care and support time is scheduled based on people's personal plans. Care workers have sufficient time for travel between calls.

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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