Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Complete Care and Enablement Services Limited

Unit 74
Greenfield Business Centre
Greenfield
Holywell
CH8 7GR

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

13/02/2025

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About Complete Care and Enablement Services Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Complete Care and Enablement Services Ltd and CareTech Community Services Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	10 July 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh Language and culture or is working towards being a bilingual service.

Summary

People are happy with the high-quality service they receive. They have a strong choice and control over their lives and their communication needs are understood by staff. They are fully supported by management and staff to achieve their individual goals and fulfil their potential. People pursue hobbies, interests, try new things, enter competitions and express their individuality. There are many examples of recent changes which have had a positive impact and improved people's lives. Staff told us *"We're making a real difference in people's lives, and that's incredibly rewarding".*

Support staff are extremely complimentary about each other, management and the running of the service. They feel mostly supported, extremely valued, supervised and trained in their roles and their career progression is encouraged. Staff comments include *"I'm proud to work for this organisation and be part of a compassionate team dedicated to delivering exceptional care"* and *"The staff are skilled, caring and genuinely passionate about their work".*

The leadership and management of the service is exemplary and a positive culture is strongly promoted. There is robust oversight by the responsible individual (RI), operations manager and manager who are passionate and committed to ensuring people receive an excellent service. There is evidence of shared practice and lessons learnt to continually raise standards.

Well-being

People have strong control over their lives and are very involved in making choices and decisions that affect them. Personal plans include comprehensive information about communication and making choices, decisions, raising complaints and support to access advocacy. The management strongly advocate on people's behalf to increase their support hours for them to do more things. The manager is keen to promote the Welsh language and gave many examples of this. Staff commented on, *"Person centred practice that puts the heart and voice of the service user first while also including the family of that individual".* People's rights are acknowledged as well as what happens in their own home for example changing the use of rooms to fit in with their own specific hobbies and interests. People commented *"It's ideal here, nice here, my mansion".* Staff told us *"I am proud to work as a support worker in complete care and enablement as we promote independence, empowering service users to make choice, providing emotional support, good quality of care".*

Peoples physical, mental health and emotional well-being needs are effectively met and support is of a very high standard. Plans include detailed health information, appointments, monitoring and any professionals involved. People can be themselves and express who they are and this is respected, encouraged and supported by staff. Staff told us *"Dignity and respect is at the forefront of care and prompting independence"* and *"The service provides excellent person-centred care, with dedicated staff ensuring a safe and supportive environment".*

Staff teams are superb at supporting people to achieve and celebrate their goals increasing their skills, independence and quality of life. Relatives said a person *"Has independence and thrives"* and staff also told us *"I've seen our service users thrive and become more independent, confident and happy".* People are very complimentary about staff and the positive relationships they have with them. Staff commented on *"Building up a great bond with all the individuals and each day being a pleasure to work".* People keep in touch with their families and share strong friendships creating a sense of belonging as well as starting new relationships with others.

People are protected from harm and can raise concerns which are positively responded to. Relatives commented *"The care managers are always there to help and will try and sort out any problems we have".* Staff told us about the *"Quick response from management towards staff concerns".*

Care and Support

People have up to date personal plans. They are involved in creating, agreeing, reviewing and customising their plans. The manager is working with families asking them to share photos of themselves to be used in peoples plans.

People are provided with good quality care and support through a service which includes and involves them and their personal wishes, aspirations and risks are considered. People told us they are *"Very well looked after"* and "*Really do look after me".* Staff said, *"Each service user receives tailored care and their concerns and that of their families are constantly addressed and I think this is working well".* They also commented on the way people are *"Listened to and encouraged to be the individual they are, their best interests are always met with highest support".* Relatives commented on contact with the manager who *"Is always there to provide help and support"* for the person and them, *"Which I am very grateful for".* The management and staff go above expectation by providing additional support and reassurance outside of peoples allocated hours to ensure their wellbeing. Staff told us *"As a support worker, I feel that the service as a whole is working well, the manager and team leader is highly committed to delivering high quality care and support, fostering strong relationships with clients and ensure their well-being".*

Daily records reflect the person-centred support offered by staff who respect people's wishes and preferences. We saw photos of people achieving different goals and dreams. Examples include joining social groups and events, arranging meals out with friends, hosting house parties and finding romantic connections. The service is highly creative offering art and craft and gardening competitions for people to get involved in with money paid for their entries. Activities include shopping, going to local cafes, learning to play instruments, puppeteering and going to concerts and parades. Opportunities are actively sought out for people and staff to attend events in the local community, including litter picking and starting fundraising activities. Positive risk taking is supported for people to try new things and have more life experiences. Staff comments include *"For me, it's about the positive difference I've seen this service make in people's lives"* and *"I'm really proud of how our service is doing. Our team is genuinely passionate about providing great care, and it shows".*

The provider promotes hygienic practices and manages risk of infection. There is an infection control policy in place and staff receive training.

Leadership and Management

People are supported by a highly motivated, skilled and dedicated staff team. Recruitment processes are in place and staff register with Social Care Wales (SCW), the workforce regulator. Well trained staff have opportunities for learning and development. They said, *"We're all supported to develop our skills and knowledge, which makes a real difference to the people we work with"* and *"I feel that I have really developed as a support worker due to the extra tasks and training opportunities I have been given".* They also commented on a *"Staff team that works together to the same goal and pushes each other to improve working standards".*

Staff feel valued and supported, commenting *"The organisation really values its staff and invests in our development, which makes me feel valued and motivated".* They also said, *"I believe that my work is acknowledged by my manager and it motivates me to work harder and gives me the confidence to tell my manager any ideas or any queries I may have".* Staff said the manager is a *"Very good listener always available and listens to everyone, you never feel unheard".* Comments also include a *"Special commendation" for the area manager and manager for their "Continuous support towards staff".*

Governance arrangements ensure a very high-quality service is provided for people. The RI carries out three monthly visits and a six-monthly quality of care review is due, identifying areas for improvement. Meetings are attended to share information both internally and externally to further improve practice. Staff commented *"The organisation prioritises quality, safety, and listening to feedback, which gives me confidence in their ability to deliver great care".*

There is innovative leadership and management in place. Staff told us the manager is *"Excellent", "Brilliant", "Very forward thinking"* and *"Thinking outside the box"* and commented on their enthusiasm for the job. Regional and national awards celebrate achievements of managers and staff with support staff also invited to experience the wider organisation. Staff are extremely complementary about the service, *"The supportive work environment, excellent team collaboration, and opportunities for professional growth make this a rewarding place to work".*

A positive culture is strongly promoted. The RI holds meetings with staff to discuss cultural issues, obtaining honest feedback and ensuring their wellbeing. Staff commented *"They are checking on welfare of staff and they make sure that they are able to assist staff with any raised concerns, issues and problems that arise".* They said it is a *"Safe and supportive environment"* with *"Zero tolerance towards racism".* Other comments include *"Honestly, it's the people and the culture. Everyone is so supportive and passionate about what they do", "Creating a positive and inclusive atmosphere"* and *"It's a really healthy and positive work environment, and I feel lucky to be a part of it".*

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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