Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Miracle Workers Agency Ltd

Sterling House, Lewis's Lane, Abergavenny, NP7 5BA

01873881306

www.miracle-workers.co.uk

The inspection visit took place on 10/12/2025

Service Information:

Operated by:	Miracle Workers Agency Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

Miracle Workers Agency Ltd supports people to live full and independent lives in their own homes by providing high-quality, person-centred lived-in care delivered with compassion, respect, openness and excellence.

People receiving support from Miracle Workers experience consistently good care and support which upholds dignity and independence. Care workers have sufficient time to provide meaningful support without rushing. Personal plans are clear, detailed, and reviewed regularly, with risk assessments promptly updated in response to changes, such as increased falls risk. Medication records we sampled were complete and accurate, with appropriate recording of doses, allergies and administration times.

People's well-being is considered good. The service aims to carefully match carers to people, ensuring support reflects people's wishes, routines and personal outcomes while promoting health, well-being, safety and choice.

Leadership and management are of a good standard. Staff feel well supported by managers, receive regular supervision, and know how to raise concerns. Governance arrangements, including oversight from the Responsible Individual and routine quality checks, help drive improvement and ensure the service operates safely and effectively.

Findings:

Well-being — Good

People receiving care from Miracle Workers Agency Ltd experience a good level of well-being, feeling safe, respected and supported to have control over their daily lives. Those we spoke with expressed high levels of satisfaction with the service, describing carers as reliable, kind and committed to promoting independence. People benefit from consistent staff who understand their needs, preferences and routines, which contributes significantly to a strong sense of stability and emotional security.

The service supports people to make choices about their care, their routines and how they live their daily lives. One representative described how the care team had been "*Really supportive*" in helping their mother maintain mobility, encouraging walking and activity in ways that were patient and motivating. People are encouraged to continue engaging in activities that matter to them, such as spending time outdoors, visiting local attractions, or maintaining connections with neighbours, family and community. People are encouraged to engage in meaningful activities that promote emotional well-being and a sense of purpose.

People told us they feel safe. The service has safeguarding systems in place, and staff understand how to identify and report concerns. Representatives said they feel confident issues would be dealt with swiftly and effectively. People are informed about who to contact if they have concerns, and they described communication from the service as excellent, with regular updates and open dialogue.

Positive risk management supports people to maintain independence, such as enabling people to administer some of their own medication where appropriate. Where risks increase, such as after a fall, plans are promptly ~~reviewed~~reviewed, and additional safety measures are implemented. Staff understand individuals' emotional needs as well as their physical needs, providing reassurance, patience and consistency.

The service is working towards meeting the Welsh language Active Offer. While currently delivered primarily in English, staff show a positive attitude towards providing services in Welsh where possible, and the provider recognises the importance of language choice as part of individual identity and emotional well-being.

People's accommodation, though privately owned, is respected as their personal space. Staff support people to maintain safe home environments and uphold their sense of comfort and familiarity. People described care staff as guests in their home who treat the space with respect.

Care & Support — Good

People receiving support from Miracle Workers Agency Ltd experience consistently positive and meaningful outcomes. Care is delivered in a person-centred, responsive and proactive manner that reflects a clear understanding of what matters to each individual. Care records are reviewed frequently and updated to reflect people's changing needs, preferences and aspirations. People told us they feel listened to, and that staff take time to understand their routines, choices and the things that are important in their daily lives.

Feedback from staff indicates that care plans are detailed, practical and easy to follow. Plans contain comprehensive information, including life histories, medical conditions, involvement from relevant professionals and step-by-step guidance for staff. This helps ensure care is delivered safely and consistently. Staff also described how care plans are updated promptly when needs change. One example included a person whose care plan was amended immediately after a fall, demonstrating effective monitoring and risk management. A family member expressed confidence in the support provided and told us they felt staff knew his parents exceptionally well, understanding both their preferences and their personalities.

Care is well organised and developed collaboratively with people and their families. Representatives said they value being invited to regular review meetings and described communication as "C*onstant*," noting that staff keep them well informed through direct messages and the service's app. People told us they feel comfortable raising concerns or requesting changes, and that staff respond quickly when their needs alter. Staff were able to describe individuals' daily routines, preferred activities and nutritional needs, and this was reflected in personalised activity plans, meal plans and support arrangements. Where people administer some of their own medication, staff offer appropriate oversight that maintains autonomy while ensuring safety.

Medication is managed safely and effectively. Staff showed a good understanding of PRN protocols for medication taken as needed, and prescribed medication records demonstrated positive outcomes for people receiving regular medicines. Staff escalate health concerns promptly and work closely with district nurses, GPs and therapists to support people's health and wellbeing.

People using the service reported no missed calls and said staff consistently arrive on time. They described staff as patient, supportive and "*Excellent*," highlighting continuity and trusting relationships. Staff demonstrated a sound understanding of safeguarding procedures and were clear about how to report and escalate concerns to the manager.

Leadership & Management — Good

Leadership and management at Miracle Workers Agency Ltd is strong, with clear oversight provided by both the registered manager and the responsible individual (RI). The manager is highly regarded by staff, people using the service and relatives. Staff described management as *"Supportive," "Approachable,"* and *Up to date with regulations and training."* Several staff also told us they feel able to seek guidance at any time and that the manager is visible, engaged and regularly checks in with them during their working hours.

The RI is regularly present and available, providing hands-on support, ensuring effective governance, quality monitoring and appropriate resourcing. Senior management is consistently available to staff to provide daily practical guidance and steps in promptly when challenges arise.

Recruitment processes are robust. Files showed appropriate vetting, including Disclosure and Barring (DBS) checks, references, employment history and identity verification. The manager continues to recruit proactively to maintain safe staffing levels. Staff and relatives told us they have no concerns about call times, missed visits or rushed care. People benefit from continuity, often supported by a small and familiar group of care workers who know their needs well.

Staff receive regular supervision every three months, alongside ongoing informal support. Training involves mandatory modules and specialist areas such as safeguarding, medication, dementia and manual handling. Staff consistently told us they feel valued and supported to maintain their own well-being, noting that managers check on their workload and stress levels. The provider has recently introduced a new management tool to ensure mandatory training remains up to date for all active members of staff. Quality assurance arrangements are in place and effective. Audits are completed for care records, medication and incident logs, with clear analysis and actions taken to reduce risks and prevent recurrence. Documentation showed reviews of incidents, falls and medication errors. The manager demonstrated strong knowledge of individuals' needs and the service's performance indicators.

Communication across the service is strong. Staff feel confident raising concerns and have a clear understanding of whistleblowing procedures. People and their representatives reported excellent communication, with regular updates and swift responses to changes in need.

Policies and procedures are available and updated as required. The service has sufficient resources, including access to equipment and personal protective equipment (PPE) which supports smooth and consistent practices.

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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