Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

K L Care Limited

10 Bastion Road, Prestatyn, LL19 7ES

07553344390

Date(s) of inspection visit(s):

30/04/2025

Service Information:

Operated by:	K L CARE LIMITED
Care Type:	Domiciliary Support Service
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

K L Care Limited provides domiciliary support to people living in Denbighshire.

The areas of non-compliance identified at the last inspection in relation to medication, fitness of staff and supervision of the management of the service have been addressed.

People have control over their daily lives and are provided with flexible support where possible. People are involved in developing their personal plans which are detailed and up to date. People receive good quality care and support, and their outcomes are being met. Their needs and preferences are well understood by care staff.

Leadership and management at K L Care Limited is good, with effective oversight in place. There are quality assurance, monitoring and auditing systems in place to make improvements to service delivery.

Findings:

Well-being — Good

People are supported to have choice over their lives and be healthy. If people would like call times to be changes their requests are accommodated as much as possible. People told us they feel their views matter and they feel they can talk to staff or managers openly. People are supported by care staff that are familiar to them, and they know who is supporting them when. Personal plans are written together with people and inform care staff of people's preferences. People, their relatives and care staff are now involved in the improvement and development of the service as the Responsible Individual (RI) sends out questionnaires to gather feedback on the service provided. Care staff know the people they support very well and relationships between care staff, management and people are positive.

People are safeguarded from abuse and neglect because there are effective systems in place to ensure any risks are promptly identified and addressed. The RI visits people regularly to discuss their support, any problems they may have or areas of risk that have been identified. People told us, *"I speak to them regularly and they know what is important to me".* Risk assessments are updated in line with personal plans and give care staff a clear understanding of areas of risk they need to be aware of to keep people safe. We saw evidence the provider learns from incidents and accidents and processes are changed as a result. People are informed about their rights and supported in voicing any concerns they have. We saw the provider works together with people to come up with person-centred solutions to risks identified.

Care & Support — Good

People receive good quality care and support to achieve their well-being outcomes. The provider assesses people's needs and personal outcomes before they start to provide a service and gathers the relevant information from professionals already involved in people's lives. People's voices are heard throughout their personal plans and people are encouraged to share their preferences, so their likes and dislikes are clearly recorded. Personal plans are personalised, accurate, reviewed regularly and consider what outcomes people want to achieve. Appropriate risk assessments are in place and up to date. Care staff understand how best to communicate with people and management ensure they have the knowledge required to anticipate people's needs. People receive care in line with their personal plans and care staff accurately record support provided in a timely way. People said, *"I know who is coming when, I like that."* If there are aspects of the care and support that are not working well, management and care staff try to come up with new ideas of what can be done to make things better, such as changing call times or increasing the length of call times if needed. People have positive relationships with care staff and say they feel safe with them, *"I have a good laugh with them, they know me well and understand my sense of humour."* If their needs change, people are referred for appropriate care and treatment at the right time and recommendations as a result are added to personal plans and carried out by care staff.

Medication processes are safe and robust. We saw systems in place to ensure medication is stored securely and administered safely. Regular medication audits are completed, and we saw evidence of audits proactively picking up an error on a prescription and working together with the prescriber and pharmacist to address it. Staff are trained in medication administration and their competency to administer is checked annually.

Leadership & Management — Good

The service provider has effective arrangements, governance and oversight to ensure smooth operation of the service and good quality outcomes for people. The RI completes reports in line with the regulatory requirements which evidences conversations with people and/or their relatives and care staff, as well as reviewing a selection of records. There are governance arrangements in place, and we saw evidence of actions from audits being completed resulting in improvements to people's well-being outcomes. There are good policies and procedures in place which contribute to the successful running of the service and also inform care staff of what is expected of them. Spot check visits are also completed, these look at time keeping of staff, whether people are being supported in line with their personal plans, whether people are being given their full- time allocation each call.

People are supported by care staff who are safely recruited, feel well supported and receive training to carry out their roles effectively. Care staff have regular supervision and annual appraisals in line with regulatory requirements and feel able to approach the manager with any issues they have. There are plans for supervisions to become a more reflective process for care staff. There is a strong selection and vetting process in place, so people know care staff are qualified and trustworthy. We saw evidence of pre-employment checks including references and Disclosure and Barring Service certificates are applied for prior to employment commencing. Care staff tell us they like working at K L Care Limited and feel well supported. Care staff complete training in relation to people's specialist needs, for example catheter care, pressure care and epilepsy training. Training records are reviewed and updated by the management team to ensure training compliance and care staff have either registered with Social Care Wales, the workforce regulator, or are in the process of doing so.

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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