Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Allcare Nursing Agency Ltd

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Date(s) of inspection visit(s): 16/07/2025, 21/07/2025

Service Information:

Operated by:	ALLCARE NURSING AGENCY LTD
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

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

Summary:

Allcare Nursing Agency provides domiciliary support to people living in Conwy. Their offices are located in Deganwy, part way between Conwy and Llandudno, close to shops, car parking and transport links.

The areas of non-compliance identified at the last inspection in relation to care plans, have been removed as since the last inspection sufficient action has been taken to address these areas of the service which we identified as needing attention.

At this inspection we found people's well-being is good as their support outcomes are met. People's care and support is also good as people have control over their daily lives. People are provided with flexible support, by a small team of support staff whom they know. People participate in developing their personal plans which are detailed and up to date. Support staff understand people's needs and preferences.

Leadership and management requires improvement. There is adequate oversight in place by both the Responsible Individual (RI) and managers. Monitoring and auditing systems are in place to make improvements to service delivery. People are supported by support workers who are robustly recruited and trained to meet their needs. However, we found the providers six monthly Quality of Care Review is not being undertaken in line with regulations and expect the provider to make these improvements.

Findings:

Well-being — Good

People are supported to have choice over their lives and be healthy. Managers visit people to discuss their care and support needs before they agree to provide a service. People are central to their plan of care and personal plans contain a pen picture of the person. One person told us *"My relative is safe and well looked after, staff are lovely, they are great, they care. They respect my relative and respect their wishes, they know their needs."* People said the service is flexible to their needs and they can easily contact the office if they have any problems. A family member told us *"I have liaised with the agency for a specific type of help with my relative, the agency helped; they went above and beyond."* People say care staff treat them with respect, and they feel safe with the service. We saw from reviewing a sample of people's personal plans, people are supported in their care needs and their health. Any new directions for a person's care following a health care review are carefully noted. People are supported by care staff who are familiar to them, they know who is supporting them and when. Care staff know the people they support well and relationships between care staff, management and people and their relatives 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. Care staff are up to date with their safeguarding training. Risk assessments are updated in line with personal plans and give care staff a clear understanding of identified risks they need to be aware of to keep people safe.

We viewed some people's medication charts which showed medication is being administered as prescribed. We also saw the provider has comprehensive procedures in place for auditing medication arrangements, and processes are in place should any errors in regards people's medication occur. We spoke with people who told us there had not been any problems with staff administering their medication. One person told us *"There are no issues with my medication, they support me well, over the call of duty, they go out of their way to get prescriptions and medication…they are fantastic."*

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. This includes gathering 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. People we spoke with confirmed this, one person told us *"Staff ask me about the support I receive."* Personal plans are personalised, accurate, reviewed regularly and consider what outcomes people want to achieve. Managers advised us that this would be rectified immediately. People's plans are detailed and give care staff comprehensive instruction on how to best support the person, in line with their wishes. Support workers we spoke with confirmed this.

Support staff understand how best to communicate with people. Managers ensure they have the knowledge required to anticipate people's needs through comprehensive training and personal plans which give detailed information in regards the person they are supporting. People receive care in line with their personal plans and professionals' documentation. A relative told us *"I connect with the care agency if any issues need changing. Allcare are streets ahead with their care than others who have supported our relative, we are surprised at the level of care they offer…Day to day they go above and beyond."* Records show support staff provide support in a timely way. If there are aspects of the care and support that are not working well, management and support workers try to come up with new ideas of what can be done to make things better. Any changes to the care and support undertaken is clearly recorded in people's care documents and communicated amongst the staff team. People have positive relationships with support staff and say they feel safe with them. A person told us *"Staff are great, they treat me with respect, they are friendly…They are brilliant, and I would recommend them to anyone."*

People are protected from harm and abuse. Support staff are updated in their safeguarding training. Support workers follow people's personal plans to ensure support given is in line with their outcomes. Support staff we spoke with confirmed this as did documentation viewed.

Leadership & Management Requires Improvement

The service provider has mostly effective arrangements for governance, and oversight in place to ensure smooth operation of the service and good outcomes for people. The managers are experienced, and the RI visits the service in line with the regulatory requirements with a report written following each visit. This is confirmed by staff we spoke to who confirmed they saw the RI regularly and that he was great. There are governance arrangements in place, with some managers audits being undertaken. Outcomes for people require improvement because the providers six-monthly Quality of Care Review requires improvement as it is not being undertaken in line with regulations, and we expect the provider to make improvements. We spoke with the RI who advised that this would be addressed immediately. The provider also undertakes their own quality assurance. A Statement of Purpose document is available for people and families to provide information regarding the service.

People are supported by support staff who are safely recruited, feel well supported and receive training to carry out their roles effectively. There are strict selection and vetting processes in place, so people can be assured support workers are qualified and have undergone appropriate checks. We saw evidence that pre-employment checks, including references and Disclosure and Barring Service certificates, are applied for prior to employment commencing.

Support staff told us they like working at the service and feel well supported. One staff member told us, *"They are lovely to work for. They are so nice, the manager is lovely. Any issues the manager sorts it out, they are brilliant."* Support staff have formal supervision and annual appraisals in line with regulatory requirements and feel able to approach the manager with any issues they may have. The provider ensures support workers receive training appropriate to the needs of people. This was confirmed by documentation we saw and by what support staff told us. A member of the staff team told us "*We get both online training and face to face training."* Another said, *"Our training is always up to date."* People receiving support also confirmed care staff know how to support them appropriately. Training records are reviewed and updated by the management team to ensure training compliance, and care staff have registered with Social Care Wales, the workforce regulator. People we spoke with who receive support, as well as support staff, confirmed people are supported by small numbers of support workers whom they know well. This was confirmed by staff rotas which shows people receive good continuity of care from small numbers of care staff. Everybody we spoke with told us that support workers are never late and never miss their 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The 6 monthly Quality of Care Review not being completed in line with the regulations may lead to the provider being unaware of areas of the service which may need improvement which may have a negative impact on people being supported.	16/07/25

CIW has not issued any Priority action notices following this inspection.

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