Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Homecare Matters

Healthcare House, High Street, Pentre Broughton, Wrexham, LL11 6AG

01978758494

Date(s) of inspection visit(s): 07/08/2025, 08/08/2025

Service Information:

Operated by:	SLC Care Agency Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

Homecare Matters is a selective service providing home care to a specific community near Wrexham. The inspection found an excellent service is provided by staff who are familiar with the people they support and the local community. We found wellbeing is excellent because independence and choice is paramount, care is extremely flexible, proactive and pre-emptive. People are extensively supported to live well and achieve their outcomes. They are empowered to thrive, following their interests, strengths, and skills.

We found care and support is excellent. People experience very high-quality care. Staff use strategies tailored to each individual, to meaningfully engage with them, their families and other professionals. The provider consistently excels at empowering people to identify and achieve new health and well-being outcomes. People consistently achieve personal aspirations and highly positive outcomes because the provider uses learning from practitioners and experience to inform practice.

We found leadership and management is excellent. There are highly effective organisational arrangements and oversight to ensure high quality care. Continuous review of people's outcomes and highly flexible support arrangements ensure constant service improvement and positive progress. Staff know they are valued, and the culture of appreciation and support fosters a highly motivated and compassionate workforce.

Findings:

Well-being — Excellent

People receive high quality care which enables them to live healthily and safely with control over their lives. We saw people are supported by positive risk management; some people who had been fearful and reluctant to leave the house had become isolated and with the right support, and progress taken at their pace, they now socialise, go shopping and enjoy a much better quality of life. Care plans focus on strengths, ensuring people maintain and develop their skills towards greater independence; one person's outcome is to mobilise independently, and the service has worked with other agencies to ensure this happens. There are many examples of people being supported with meaningful activities; their outcomes are reviewed constantly, and we saw lots of evidence of people achieving these. Welsh-speaking staff and translated documents are available for people preferring to be supported in the Welsh language.

The agency goes above and beyond in ensuring people's wishes and aspirations are met through using funds raised to help finance activities if needed. People are supported creatively to go out for day trips with their care worker, to learn new skills and achieve their wishes. Other professional shared their views of how excellent the service is in finding creative and effective ways to support people. Professionals praised the service for their proactive approach, pre-empting and responding to any issues that may jeopardise people's health and wellbeing. The service takes responsibility for ordering and collecting prescriptions for people if needed and going above and beyond to make sure people have hot meals, newspapers and their favourite takeaways. Care staff support people to the service's own day centre, created to provide people with more social and activity opportunities.

People know how to report any issues of concern if they have any, but all said they never have needed to do so. The service manager is proactive in seeking people's views about the care staff, particularly where new staff are introduced. People told us they are contacted when new staff have attended (following induction and shadowing) to check they are happy and give them a choice on whether they want to be supported by them. There are plenty of opportunities to raise concerns.

People are supported to cultivate safe and healthy relationships. Staff take one person to visit their husband in care home. Relatives are always considered in care planning, and confirmed this when we spoke with them, saying they feel confident in the care provided. Staff take people away from the home to provide unpaid carers with respite and support people to provide care to their relatives personally.

Care & Support — Excellent

People receive outstanding care whichsupports progress toward their desired outcomes. Care plans are detailed, person-centred, and focused on aspirations, risks, and specialist needs,designed to preserve individuals' skills. Risk assessments, including environmental checks, ensure safety. Relatives, professionals, and clients shared numerous examples of how lives have significantly improved since receiving support from Homecare Matters.

One professional shared that a family initially reluctant to accept support now has a successful care package, thanks to *"the professionalism of the carers going in and good communication with the management of Homecare Matters."* Another said, *"I always have excellent feedback from people who have been discharged from hospital with Homecare Matters*." An Occupational Therapist praised the service: "*It is music to my ears when Homecare Matters have clients on my caseload – you know all necessary steps will already have been explored and the client will be being well looked after."* A person using the service rated it *"11 out of 10,"* saying the best part is *"the company and rapport."* He shared that carers have changed his life, he now watches birds in his garden and spends less time in bed. They even respond to emergencies outside normal hours. When asked what could be improved, he replied, *"how can you improve on perfection."*

The service goes above and beyond to support health and wellbeing, such as ensuring timely medication, sourcing free incontinence products, and referring to other agencies when needed. Professionals commend their communication and teamwork. Funds from service-led fundraising events help clients finance and achieve some of their personal goals. A district nurse said, "*Homecare matters go up and beyond their job role, patients are their number one priority. There are not many agencies that put patients before profit, but Homecare Matters do."*

Nutrition, infection control and other health matters are promoted through information and educational sessions for care staff, people and their families. Holidays like Christmas, Easter, and birthdays are celebrated with meals, gifts, and activities and the service extends its offer for Christmas lunch delivery to anyone in the community who might be spending the day alone. The day centre offers a safe, social space with activities like foot massages and nail painting. Staff are well trained in infection control, using PPE and providing food-labelling stickers, bowls, and pamper kits. Photos showed clients preparing their own food with PPE in place.

All people praised the continuity of staff; they live in the area and routes are carefully planned to ensure minimal travel between calls. The service limits the radius of it's catchment area to ensure a timely and reliable service can always be provided.

Leadership & Management — Excellent

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The Responsible Individual (RI), who is also the manager, is present most days and completes formal reviews every three months, alongside biannual quality of care reviews that include feedback from all involved. The RI knows each person well. Visual reminders in the office show people's personal outcomes, updated to mark progress and set new goals. Staff meet regularly with the RI to discuss outcomes and are reminded how their contributions help people achieve them. Outcomes are reviewed quarterly and more frequently when progress occurs.

There is evidence of excellent practice. The leader has created a positive, person-centred culture where individuals are at the heart of all support. Planning is creative, outcome-focused, and effective. Home visits are scheduled thoughtfully to ensure timely care, and the service is highly flexible in meeting people's changing needs. A Moving and Handling Advisor said, *"Homecare Matters are an agency I wish we could clone! They go above and beyond in the care they give. The ethos of care comes from the top down to the bottom within this company."* The leader actively encourages adaptive, flexible practice with all the staff. Staff take initiative to go above and beyond, bringing people their favourite takeaway, delivering prescriptions or newspapers, or preparing hot meals at no extra cost. If a visit is cancelled, staff are encouraged to call on another nearby client who may benefit from company or pampering. The leader is a visible role model, always putting people first and finding ways to meet their wishes and outcomes.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Recruitment is safe, with thorough checks and an induction process that exceeds expectations. New staff shadow experienced colleagues until confident, gradually increasing responsibilities. Ongoing training ensures staff are well-equipped, and management actively seeks new learning opportunities. Staff are involved in reviews and are considered experts in the person's care. Team meetings are used to discuss progress towards outcomes, identify obstacles, and collaboratively explore solutions.

Staff consistently shared how they feel valued. Feedback is given through online group chats, supervision, team meetings, and thoughtful gestures. One staff member shared how, when their car broke down, they were loaned the company vehicle *"for as long as is needed."* Staff describe the manager as *"excellent and passionate about care."* People receiving support, relatives, and professionals describe the service as exceptional. The only suggested improvement was to expand the catchment area so more people could benefit.

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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