Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Wales England Care

Wales England Care Ltd, The Coachhouse Workshop, Phillip Street, Newport, NP11 6DF

01633746035

www.walesenglandcare.co.uk

The inspection visits for this service took place between 04/11/2025 and 10/11/2025

Service Information:

Operated by:	Wales England Care 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:

Wales England Care Ltd is a domiciliary support service which provides care and support to people in their own homes within Gwent. Services provided include a supported living scheme with 24-hour staff cover and allocated care calls to people's homes.

The service provides good quality care and support that promotes independence, wellbeing and choice. The service is rated as good for well-being, care and support alongside leadership and management. This is because the service identifies things that are important to people and supports them to work towards these goals. People have personalised plans which guide care staff on how people want to be supported. People receiving a service told us they are happy with the care they receive. We were told of planned improvements including an alert system as part of their monitoring of care calls to ensure everyone receives their calls when expected. Quality assurance systems are in place driving positive change. Staff feel supported by management, complete regular training and receive regular supervision.

Findings:

Well-being — Good

The service encourages people to have as much choice and control over their everyday lives as possible. Documentation such as a Statement of Purpose (SoP) and written guide are available and inform people about the services provided and how to raise a complaint. Individual needs are assessed before they receive support to ensure the service is suitable for them. People's personal plans contain their voice, and sets out their life history, as well as the things that are important to them. People are encouraged to share their views about the service they receive. During our visit to a supported living scheme, we observed people being given choice and their views being sought. Feedback from people and their representatives confirmed care staff treat them with respect and ensure they are listened to.

People receive the support they need to maintain their health and well-being. People are usually supported by regular and familiar staff, which supports positive relationships between them. This also helps care staff to recognise changes to people's usual presentation promoting their health and well-being. Referrals are made to external health and social care agencies when required. Evidence of liaison with occupational therapy services, social workers and district nurses was seen. People consistently receive their prescribed medicines. Care staff receive medication training and competency checks are carried out. Staff demonstrate strong commitment to safeguarding and health promotion, working collaboratively with professionals to maintain people's safety and well-being.

There are systems in place to help protect people from harm. Staff demonstrate empathy and professionalism, creating trusting relationships that enhance their quality of life. Care staff are recruited in line with regulations to ensure they are suitable to work with vulnerable people. The service completes risk assessments and personal plans which outline how care staff can manage risks to people's safety and well-being. Risk assessments are completed for care staff, ensuring their safety as they go about their work. Staff are also guided by clear policies and procedures. People know how to report concerns and give feedback. Staff have completed safeguarding training.

The service is working towards providing an Active Offer of the Welsh Language and has two members of staff who are fluent Welsh speakers. The service currently does not support anyone who has requested a service in Welsh, and they would have to consider if they could provide a fully bilingual service going forward.

Care & Support — Good

People we spoke with are positive about the care provided and complimentary about care staff. We were told, *"The care staff are great and always ask what else they can do for me"* and *"staff respect my wishes".* People experience a strong sense of well-being through care that prioritises dignity, respect, and choice.

The service considers the person and their needs through an assessment. This allows people or their representative the opportunity to tell the service how they would like their care delivered and any special requirements. They also consider care and support plans provided by other professionals. Personal plans are reviewed on a regular basis, however people we spoke with stated they were not routinely contacted to see if plans need updating. Sufficient evidence was not available during the inspection to show reviews are undertaken with the person or their representative. We were told about changes to the way personal goals and plans would be reviewed going forward to better evidence everyone's involvement.

People's care and support needs are set out in personal plans. They also include specific information about people's preferred routines and any specific tasks required in each call. Care staff access information for each person they support via an electronic application on their mobile phones. Each care call lists the tasks to be undertaken during the visit for care staff to mark when completed and provide a summary of the visit. Additional training and support is being provided to ensure daily records fully reflect the care and support provided and the difference this makes to the person. The service provider will strengthen the evidence to demonstrate but also celebrate individual achievements when personal goals and aspirations are realised.

There are appropriate systems in place to oversee and monitor medication administration. Staff receive training and their competencies to administer medication are assessed. Personal plans clearly document the extent to which individuals need support with medication and give information on the way people prefer to have their medication administered. The electronic care documentation has an alert system which informs senior staff when medication is late or not administered. We were told this is followed up and resolved in a timely manner.

Staff rotas allow travel time for staff between calls. A call monitoring system requires staff to log in when they start and finish each visit. A review and analysis of the time care staff arrive at their calls show not everyone receives their care call when expected, we noted calls can be early or late starting and are on occasion cut short in their duration. Which was confirmed by the people we spoke with. Auditing and analysis of calls require strengthening and we expect the provider to take action, the addition of an alert system on the electronic call monitoring system will enable deficits to be identified and addressed in a timelier manner going forward.

Leadership & Management — Good

Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support, helping people achieve their wellbeing outcomes. The Statement of Purpose (SoP) and guide to services state what people can expect, and the service reflects the contents. The Responsible Individual (RI) has oversight of the management of the service, through effective audit processes. They visit the service regularly to speak with people and the staff who support them to gain feedback about how people are doing. Quality of care reports are completed every six months. The reports evidence which areas are working well and what could be improved. Service managers have daily oversight of service. Audits are undertaken to ensure compliance and to monitor and improve the quality of care and support provided. As discussed in the care and support section of this report improvements in the monitoring and analysis of call times will ensure the quality-of-service delivery going forward.

There are good processes in place to ensure safe recruitment. All staff must provide appropriate identification documents as well as complete a Disclosure and Barring Service (DBS) check, provide satisfactory references and full employment history. This enables the service provider to decide about the fitness of workers at the service. Care staff are supported to complete a good induction to support them into their caring role. This includes completing mandatory training to ensure staff have the required knowledge and skills to support people at the service and the opportunity to shadow more experienced staff.

Staff complete core and refresher training in a timely manner. Formal supervision is provided on a regular basis for all staff to receive feedback from managers about their work performance and to discuss any staff welfare issues. Staff also receive an annual appraisal. All eligible care staff are registered with Social Care Wales, the workforce regulator. Care staff told us they are happy in their roles, enjoy coming to work and feel supported by management. Leadership promotes a culture of openness and collaboration, enabling people to receive care that enhances their well-being and independence.

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
Improved monitoring and analysis of care calls will help to ensure care calls happen when people expect and ensure calls are not cut short in their duration.	04/11/25

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

Welsh Government © Crown copyright 2025.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.