Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

SunCare Home Care Ltd

The Old Surgery
The Meads
Kington
HR5 3DQ

Date Inspection Completed

22/01/2025

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.

About SunCare Home Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	SunCare Home Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	22 September 2023
Does this service promote Welsh language and culture?	This service is working towards an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a reliable, flexible service from a dedicated, caring staff team who are well led. The provider embeds a culture whereby people have a voice and care staff feel supported and valued.

People receive person centred care where their wishes and preferences are always considered. Care staff have up to date information to provide the right support at the right time. Good training opportunities mean they have the knowledge and skills to ensure care is tailored to meet individual needs. Regular management support meetings provide a source of support for care staff to reflect on practice. Recruitment practices make sure care staff are suitable to work with vulnerable people.

There are clear, effective arrangements for the management of the service. The responsible individual (RI) is also the manager and has excellent oversight meaning any issues are identified and addressed quickly. The quality of the service is regularly reviewed to make sure it continually improves and develops.

Well-being

People have choice and control over their care and support. They are involved in developing their personal plans and in decisions affecting them. The service is provided to a very high standard and is reliable and flexible to meet peoples changing circumstances. Information is available about what to expect from the service and how to raise any concerns. Without exception, people said any requests or issues are dealt with efficiently. Opportunities are available for people to give their views on the service to continually drive improvement. The service is starting to look at ways to provide the ‘Active Offer’ of the Welsh language. However, they do not currently support anyone whose first language is Welsh.

The service supports peoples physical and emotional well-being. Personal plans are detailed and contain personal preferences and what is important to people. Care staff know the people they support very well and have very good relationships with them. People tell us care staff are kind and compassionate and provide high quality care and support which offers family/representatives reassurance. They support people to do things they enjoy including accessing the community to go shopping or to the garden centre. Medication is administered as prescribed and health and social care professionals are contacted in a timely way when required.

Systems are in place to keep people as safe as possible. There is excellent oversight of the service so issues can be identified and addressed quickly. Personal plans and risk assessments are reviewed to ensure they remain up to date. Care staff are recruited appropriately, and all records are held securely with access to authorised personnel only. Policies and procedures are in place to guide care staff, and training gives them the skills and knowledge to support people safely.

Care and Support

Without exception, people and their family/representatives tell us the service they receive is highly effective in ensuring their well-being. The service is reliable and flexible to meet any change in need or personal circumstances. Care is provided by kind, respectful care staff who know the people they support very well. Comments from people and their representatives include: *"The carers are committed and motivated*", "*Nothing is too much trouble for them*", "*Staff are personable and communicate very well*" and "*Brilliant agency with kind, caring staff*".

People are consulted about their care and support needs. Assessments are carried out with people and /or their representatives prior to care commencing. This ensures their wishes and preferences are considered and the agency can meet their care and support needs. Reviews of personal plans take place regularly to make sure they continue to meet personal outcomes and reflect what is important to them. This is confirmed by people we spoke with. The agency uses an electronic system which allows any changes in individual needs to be communicated to care staff quickly, meaning people get the right care and support when they need it. Care staff tell us this works extremely well providing them with essential information and allowing them to record the care they provide at each call.

People are supported to remain as healthy as they can be. Records show the agency communicates well with external health and social care professionals when there is a change to individuals health needs. This was confirmed by people and their representatives with comments including: "*They liaise well with partners including GP and district nurses*" and "*Good communication with other agencies so everyone knows what they are doing*". Processes are in place to support people who need it with their prescribed medication. Care staff have training and their competency to administer medication is assessed regularly. Care staff we spoke with had a very good understanding of the medication management system.

People are kept as safe as they can be. Care staff have training and policies relating to safeguarding are in place to guide their practice. Audits of care records allow for any issues to be identified and quickly rectified. People tell us care staff always turn up to the call and they are provided with the details of who will be supporting them at each call.

Leadership and Management

The systems in place allow for excellent oversight of the service to help continually drive improvement. The RI has created a positive culture whereby people feel listened to, and care staff feel valued and respected. They carry out care calls, regularly speak with family/ representatives and are in daily contact with care staff. Without exception, people tell us communication within the organisation is excellent. Comments include: "*Excellent service, things couldn't be better", "*care *is well organised, information is communicated effectively", "excellent communication*", "contact *with the organisation has been first class at all levels"* and "*excellent across the board*". The quality of the service is assessed through audits and seeking the views of people and staff. Reports are completed showing what is working well and any recommendations for improvements.

People have information about what to expect from the service in the statement of purpose. Policies and procedures are in place to support staff in their role and to inform individuals and their representatives about how the service is provided.

People receive care and support from a staff team who are well led. They tell us they feel exceptionally well supported by the management team. They have someone they can always call on for advice and support. Work life balance is good, and they feel valued and appreciated. Records show and care staff confirm they have regular one to one supervision meetings which allow them to reflect on their practice and identify any additional training needs. Important information is communicated to them securely via mobile telephones. Care staff tell us this works very well and promotes good teamwork. Ideas are shared which the team find a good source of support.

People are supported by a staff team who are appropriately recruited and have training relevant to their role. Recruitment records show all the required checks are carried out before new care staff start work. They are supported to register with Social Care Wales, the workforce regulator. Training records show there are opportunities for them to develop their skills and knowledge to support people. Care staff spoken with confirm this and said any requests for additional training are always sourced by the management team. People using the service and their representatives felt care staff are *"well trained* and *experienced*".

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- Inspection report survey

If you wish to provide general feedback about a service, please visit our Feedback surveys page.

Date Published 10/02/2025