Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

A Star Support Services

Compass House, Bagillt Road, Greenfield, Holywell, CH8 7EY

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www.astarsupportservices.co.uk

Date(s) of inspection visit(s):

11/04/2025

Service Information:

Operated by:	A Star Support Services 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	Good
Care & Support	Good
Leadership & Management	Excellent

Summary:

A Star Support Services Ltd provide support to people living in their own homes including people with learning disabilities, sharing a home with other people who also need support. The wellbeing of people receiving support from this service is good because plans evidence people are supported to achieve their outcomes. The service advocates for their rights, ensures they stay connected with their family and keeps them safe. People can receive their support in Welsh, respecting their language preferences. Peoples care and support is good because relevant expertise is sought when required. As outcomes are achieved, new goals are identified. Leadership and management is excellent because the RI (responsible individual) is a visible role model, guiding direction to staff. They ensure a service that supports people to live as independently as possible, promoting positive risk taking. Safe, effective contingency plans are in place to ensure continuity of care. The management structure provides scrutiny of the service at every level, so people can be certain the service is providing good quality care that is compliant with regulations. The service engages independent quality assurance processes and seeks views from all stakeholders. It enjoys a good reputation with professionals and has positive working relationships with other providers in the sector.

Findings:

Well-being — Good

People live healthily and safely with control over their lives**.** Records show they are supported to partake in meaningful activities that help them achieve their outcomes, such as to enhance independence, meet other people by engaging in social activities, get fit by doing more exercise and monitoring their own water intake. Photographs evidence people working towards their goals. People with Welsh as their first language are supported by Welsh speaking staff and have access to information in Welsh if they want it. Support staff advocate on people's behalf to ensure their rights are respected; their finances are managed safely but are accessible to people so they can live their life how they want to; risks are assessed and managed. They know they are in charge of their own lives and each person said they feel listened to, their choices respected.

People are safe and protected from abuse and neglect because support staff pre-empt potential risks and take actions to mitigate these. One person using the service has completed training on online safety as they go online for gaming and access social media. We saw they have achieved a certificate for this. The service has a policy and procedure for dealing with any safeguarding concerns and they implement these when needed. There are regular team meetings and one to one supervision with individual staff so support staff can raise any concerns if they have any.

People are supported to cultivate safe and healthy relationships. They are supported to use facilities in the community where they might meet people; a karaoke in a local pub, local day services, arts and crafts session provided by one support worker in the services own office where they can meet their friends and have fun. They use local cafes and visit places of interest for days out. Everyone we spoke with enjoys close relationships with their family and friends and see them often.

People live in accommodation that supports their well-being outcomes. The service has supported some people to gain accommodation and move into their new home. Relatives praise the support given to make the transition smooth. People told us they are happy with their home and the way support staff have helped them to live here. People know it is their home, they pay the rent and have rights as tenants. They know they can contact the landlord if there are issues with their home and that staff will help them do this.

Care & Support — Good

People receive the quality of care they need to achieve their personal outcomes. Support plans include identified outcomes and are written with the person they relate to. People are involved in the three-monthly reviews of their plans and their outcomes are updated. Assessments include information from other professionals and family members providing a complete picture of all their needs. There are photographs illustrating how outcomes are met; pictures of various activities that enhance independence such as cooking and shopping; putting together a barbeque; using public transport; taking their dog for a walk. Personal plans are person centred, focusing on what is important to everyone, how they want their support to be provided and what they do not like. They focus on people's strengths, what they can do for themselves. Behaviour support approaches are unique to each individual and are recorded in each plan, based on expertise and experiences. Plans show people are supported to access dental and other health services when needed. People are happy with the service. One person said, '*I got my independence, I can buy things and go out on trips'.* They said *'I see Tim (the RI) sometimes; he is funny. He checks I am happy with the staff.'* Another said '*Staff know how to treat me and how I like to be supported. I have goals and I do these'.*

Relatives said: '*I knew when I met the carers, my daughter would be ok. I've never had a minutes worry'* and '*I trust them 1000%. The perfect fit, the perfect team'.*

People are protected from harm and abuse as support staff have been trained on safeguarding and this is updated. There are policies and procedures in place staff must read and the management team creates opportunities for staff and people to disclose any practice that concerns them. The RI evidenced they take action if they are not happy with a staff's work. Everyone we spoke with said it is easy to talk to people in office if any concerns.

People's medication is safely managed. Staff follow procedures; they have been trained and their competency checked to ensure they are able to carry out the role. There are monthly medication audits completed by managers and team leaders and daily checks at the end of each shift. A new process has been implemented to ensure there are no missed medications. Staff contact management on WhatsApp to let them know they have arrived at the home and administered the meds.

Leadership & Management — Excellent

There are excellent organisational arrangements in place and effective governance and oversight of the service. The RI is supported by a comprehensive management team; each of the office staff has with a specific, designated role. One of the team works solely on ensuring there are always sufficient staff to support everyone. Another member of the team monitors people's outcomes and ensures progress is documented and evidenced. The service employs an independent auditor to check a good quality, compliant service is being provided. The RI does spot checks to see staff are meeting the service expectations and their reports identify what is working well and where improvements could be made. Data is analysed, audits of all aspects of the service are evaluated and actions put in place. Reports include feedback from people receiving support and their relatives. The views of professionals are sought. One social worker told us, '*A star have been good at responding to some quite difficult situations, where other agencies have withdrawn in the past' and 'A Star have always had a positive reputation amongst the teams I have worked in'.* Another professional praised the accuracy of the person-centred planning.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. The delegation of single specific roles to some office staff, such as staffing and rotas, means there is expertise where it matters and excellent continuity. People told us there hasn't been a time when support staff didn't arrive. The service has robust contingency plans to ensure continuity, which include having an additional 'floating' support worker on duty to cover any unexpected absences. Staff are properly vetted before employment; they have an induction period during which they shadow more experienced staff; all staff complete a wide range of relevant training. The interests of staff and people using the service are matched as much as possible to ensure compatibility.

Staff feel valued and their views and ideas listened to; one person suggested bound working notes to keep records orderly, and delegation of some responsibilities to team leaders, both of which were actioned. They appreciate the favourable terms and conditions of employment, and the personable approach of the providers who go above and beyond to help their employees. The service pays staff for their whole shift even if a call is cancelled, and they have a choice of contracted hours. One staff member said '*This is the best company I have worked for. It has a 'family vibe''*. All staff described the management team as '*approachable and easy to talk to.*'

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.

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