Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Active Care Group - North Wales

117 Mercury House, Waterloo Road, London, SE1 8UL

01745 770754

www.activecaregroup.co.uk

Date(s) of inspection visit(s):

17/06/2025, 23/06/2025

Service Information:

Operated by:	Staff Management Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	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	Excellent
Care & Support	Good
Leadership & Management	Excellent

Summary:

Active Care Group North Wales provides domiciliary support services to people living in community settings across the footprint of North Wales.

People experience excellent wellbeing outcomes due to the level of person-centred care they receive, which is tailored to their individual needs and supports them to achieve their personal outcomes.
People receive a good level of care and support which promotes their physical and emotional wellbeing and keeps them safe as they can be.
The leadership and management of the service is excellent. The organisation is committed to providing people with a highly organised service which strives to be innovative and is made up of an experienced and conscientious workforce.

Findings:

Well-being — Excellent

People are the leaders of their care and support, having choice and control of as much of their daily life as possible. The provider establishes what it is the person wants to achieve whilst care workers deliver the encouragement and support to help people succeed. People live fulfilling lives because care staff are proactive in seeking out meaningful activities based on their interests whilst also offering opportunities to try new things. We saw people develop their skills and confidence in several areas and they told us this was because of the support they get from care staff. One person told us they can just enjoy what they are doing because they know their care staff will keep them safe, so they do not have to worry. Risk management is detailed and robust, communicating controls which support the safety and wellbeing of people whilst promoting positive risk taking. Care staff recognise people can make unwise decisions and are confident in managing these events, working with other professionals to support the person without judgement or prejudice. People are supported with their political, religious, and cultural beliefs, attending social groups, celebrating events and cooking foods of their choice.

People are supported to be as safe as they can be. There are very robust processes in place for the recording, reporting and review of any incidents, accidents, and safeguarding concerns. People can be assured the provider is committed to maintaining safe service delivery. This is evidenced through excellent approaches to reflective practice, promoting a culture of openness and learning within the organisation. People and staff have access to information about how to raise a concern and who they can go to, which includes external contacts from other professional bodies. People told us who they would go to if they had a concern and we received positive feedback about the contact and communication from the management and office team.

People experience enriching relationships with the people who support them, their families, friends, and their communities. We were told the support for people not only benefits them but often the entire family unit, providing much needed respite for unpaid carers. People have gained confidence in accessing their communities and attend social groups which foster social connections. People go on holidays, days out and attend important family and social events. People can be supported with their finances and there are policies, risk assessments and robust processes in place to safeguard people and the staff supporting them with this need.

Care & Support — Good

People receive the care and support they need to remain living in their own homes within their communities. For some people this means being able to access support for more complex medical and mental health needs, overseen by clinically trained staff. People experience continuity of care because they see care staff who they know well and trust. Bespoke contingency plans are in place outlining what action to take if care is disrupted due to adverse weather or other unforeseen circumstances. People are consulted about how they want their support to be structured and delivered, including being involved in the recruitment of care staff and being able to choose times and days to suit them. People receive consistently, good quality care and support because care staff are skilled, knowledgeable and treat people with dignity and respect. Care staff know people very well, with detailed knowledge of their likes, dislikes, life story and family dynamics. We observed relaxed and organic interactions between people and their care staff. Care records inform staff about people's preferences, routines, and beliefs. We saw records are reviewed on a regular basis and information is updated when things change for people. This means care staff have access to accurate and up to date records which supports safe care.

People have support from other professionals involved in their support and the provider works collaboratively with multi-disciplinary teams and healthcare professionals. Specific guidance and treatment plans are documented in care records and risk assessments. Care staff are effective in recognising when something has changed for people, alerting the appropriate person so timely referrals are made, and support can be accessed. The provider ensures people have the equipment they need to promote their independence and that it is in good working order, serviced as required to prevent risk and disruption to people. People are supported to maintain their tenancies, ensuring maintenance is carried out so people are safe within their homes.

Leadership & Management — Excellent

People are supported by a service which is very well organised with excellent processes in place to monitor the ongoing quality and effectiveness of service delivery. A team of staff support service delivery from a central office and have clear delegations of responsibility. This ensures daily operations run smoothly for the people supported and care staff. Auditing processes are in-depth and highly effective at providing an accurate analysis of all areas of service provision. This means areas for improvement are identified and addressed, upholding high standards across the service and sustaining improvements. The provider is forward thinking and innovative in developing processes to further enhance the service. They ensure these processes developed and coproduced with the people they impact, trial running them to assess effectiveness before full implementation. We saw evidence of discussions around equality, diversity and inclusion and the importance of making sure all employees at all levels acknowledge and respect the challenges faced by people being supported. The provider recognises the importance of effective communication and has developed strategies to share essential information and updates with staff which we saw are engaging, informative and accessible. A process of checking the receipt, understanding and implementation of messages, training and information ensures quality and application of essential skills and information.

People receive support from care staff who have been safely recruited, inducted, and continue to be supported with their ongoing learning and development. We found recruitment processes to be robust with the required pre-employments checks in place, meaning care staff are safe and suitable to work with adults at risk. Care staff complete a high level of training digitally, face to face and in their places of work. Clinically trained staff complete annual competencies of care staff to ensure skills and knowledge are maintained. Feedback from care staff is positive about the training and opportunities for development within the organisation. Care staff receive regular one to one supervision which is person centred and considers wellbeing as well as practice development. Care staff told us they are happy in their roles, are very well supported and are proud of the work they do.

People receive a service which is reflective of the assurances within the statement of purpose and operates in line with its own policies and procedures. People have access to valuable information about the expectations and limitations of service provision and who they can contact of they have a concern or complaint, including external professional bodies. We saw people are contacted on a regular basis to check they are happy and ensure they can share any concerns and feedback. The responsible individual for the service carries out their duties as required. They work with managers and operations teams to ensure people continue to receive a high-quality, person-centred service which meets their needs, promotes wellbeing, and supports the achievement of personal outcomes.

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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