Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Complete Care Amegreen - North Wales

Complete Care Amegreen - North Wales, Grosvenor House, Hollinswood Road, Telford, TF2 9TW

02921921620

www.completecare.co.uk

The inspection visit took place on 22/07/2026

Service Information:

Operated by:	Complete Care Holdings Limited
Care Type:	Domiciliary Support Service
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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Complete Care Amegreen North Wales provides highly specialised domiciliary support to people with complex physical health needs living in their own homes.

People experience excellent wellbeing outcomes because they are supported to lead fulfilling lives, maintain meaningful relationships and achieve outcomes which matter to them. People or their representatives have a strong voice and lead in how their care and support is delivered.

People receive an excellent standard of care and support. Assessment, planning and review processes are highly personalised and ensure people receive care and support tailored to their individual aspirations, strengths and preferences.

Leadership within the service is highly effective. There are comprehensive governance arrangements, strong clinical oversight and a culture of continuous reflection and learning. Leaders use a wide range of auditing, quality assurance and feedback mechanisms to identify improvements and drive positive outcomes for people.

Findings:

Well-being — Excellent

People achieve exceptionally positive well-being outcomes because they are supported by staff who place significant value on personal choice, independence and meaningful living. Individuals are encouraged and empowered to make decisions about their daily lives and pursue goals which matter to them. People are actively supported to maintain hobbies, interests and valued life roles, ensuring they continue to live fulfilling lives within their communities. People benefit from extensive opportunities to participate in meaningful activities tailored to their interests and aspirations. Examples include support to attend gyms, swimming sessions, cinemas, concerts, volunteer activities, community events, fishing competitions and local organisations, as well as fulfilling 'bucket list' wishes and going on holidays. Staff demonstrate creativity and flexibility in ensuring individuals continue activities which are important to them.

People maintain strong relationships with family and friends and are actively supported to remain connected to their communities. Relatives describe the positive impact staff have on family life and report people are happier, more active and more engaged because of the support they receive. One relative explained their family member had been able to increase community participation through the development of a consistent staff team capable of driving and supporting community access. One family member told us, "*The staff team are excellent",* another described staff as "*phenomenally good*" in supporting sensory experiences and activities within the community.

Communication needs are understood well. Personal plans provide detailed information about communication preferences, cultural identity and language needs. The service recognises and supports Welsh language needs, including situations where Welsh becomes a person's primary language during cognitive changes. Staff are therefore able to provide highly individualised support which promotes people's identity and sense of belonging.

Care & Support — Excellent

People experience excellent emotional well-being because staff recognise the importance of psychological support and understand what matters to each individual. Detailed guidance is available regarding stress triggers, anxieties and preferred methods of reassurance. Daily records evidenced warm, respectful and meaningful interactions which promote confidence, dignity and independence.

People receive exceptionally high-quality care and support because assessments, planning and reviews are highly personalised and reflect detailed knowledge of their needs, preferences and aspirations. Care records contain comprehensive information about people's life histories, routines, relationships, communication methods, health conditions and desired outcomes. Care records demonstrate a highly person-centred approach which focuses on individual aspirations and their strengths rather than limitations. Plans are regularly reviewed alongside the overall care package by a clinically trained nurse. Plans reflect updates and demonstrate clear involvement from people, relatives and professionals.

Staff demonstrate an excellent understanding of complex health needs. Care files evidenced effective involvement from a range of professionals, including speech and language therapists, district nurses, dietitians, nutrition specialists and case managers. Recommendations from professionals are incorporated into care planning and translated into detailed guidance for staff. Care documentation regarding enteral feeding, epilepsy, oxygen therapy, stoma care and infection risks are comprehensive and inform highly skilled care delivery.

People experience continuity of care from staff who know them exceptionally well. Daily records evidence person-centred support, respectful interactions and consistent implementation of personal plans. Care professionals record information in great detail using dignified and respectful language. Records demonstrate staff recognised subtle changes in presentation, communicate concerns appropriately and seek professional support when needed. Care delivery is proactive and responsive supporting people to live healthy, fulfilling lives.

People are protected from harm through strong safeguarding arrangements. Leaders demonstrate a culture of reflection and learning, with comprehensive safeguarding governance systems which record decision making, risk assessment, actions and outcomes. We saw detailed examples of internal review processes following safeguarding concerns. These included critical analysis of decision-making processes, lessons learned, expected standards of practice and arrangements to implement and monitor improvements. This reflective approach supports continuous service improvement and helps strengthen safeguarding practice across the organisation.

Medicines and clinical interventions are supported by robust systems, clear policies and comprehensive competency arrangements. Staff only undertake specialist clinical tasks once competency has been assessed and signed off by appropriate clinical professionals.

Leadership & Management — Excellent

People benefit from highly effective leadership and governance arrangements which promote quality, safety and continuous improvement. Leaders have developed a comprehensive governance framework which provides strong oversight of operational and clinical practice while maintaining a focus on outcomes for people. The service demonstrates a particularly strong commitment to quality assurance and learning. Comprehensive monitoring systems include compliance reviews, punctuality monitoring, client feedback, incident reviews, complaints analysis, surveys, internal inspections and safeguarding reviews. Information gathered is analysed carefully and used to drive improvement plans with clear actions, timescales and review arrangements.

Recruitment processes are robust and ensure people are supported by suitable staff. Sample recruitment files contained all required documentation including references, employment histories, right-to-work checks and enhanced disclosure and barring service (DBS) certificates. Leaders maintain oversight of Social Care Wales registration requirements and staff compliance arrangements.

Staff receive extensive support through effective supervision, competency assessment and training arrangements. Supervision records document reflective discussions about professional practice, wellbeing and development. Additional client-specific competency assessments ensure staff possess the specialist knowledge and skills required to meet individuals' complex needs safely and effectively. Team meetings are used positively to reinforce organisational values, explore safeguarding practice, promote professional curiosity and celebrate positive outcomes achieved for people.

People and their representatives have confidence in the service. Feedback described improvements in communication, strong relationships with management and exceptional care staff who consistently deliver high-quality support. Leaders respond constructively to concerns and use feedback to improve service delivery. The dedication from care professionals has been recognised and celebrated, winning an award for 'care package of the year'.

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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