



Phoenix Homecare and Support Limited (North Wales)



Phoenix Homecare & Support Ltd, Rhosddu Industrial Estate, Wrexham, LL11 4YL



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www.phoenixhomecareandsupport.co.uk

Date(s) of inspection visit(s):

Service Information:

Operated by:	Phoenix Homecare and Support 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 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:

Phoenix Homecare and support Ltd is led by a provider who has worked in care for many years, initially as a care staff themselves. They are supported by a manager with equal experience, and both are passionate about the service.

Wellbeing is good because people are given every opportunity to exercise choice and control of their care. They know how to raise concerns and are confident of swift resolution. Family are involved in people's care and support and are confident it will always be delivered as requested. Care and support is good because it helps people to achieve an enhanced quality of life and is delivered in a way that considers their wishes and aspirations, risks and needs.

Leadership and management is good because there are effective governance arrangements in place to ensure the service is safe, effective and compliant. People are supported by safely recruited and well-trained staff who are highly valued by the service provider. The provider knows how important staff retention is for continuity of service. Staff are pleased to work for the company and feel supported by a management team that will listen. Established processes and systems help ensure people receive their care in a timely manner delivered by staff they know.

Findings:



Well-being

Good

People are supported to live healthily and safely with control over their lives. Staff know people's choices and preferences because provider assessments are thorough; they contain lots of information about people's background history, interests and preferences about how their care is to be delivered. People told us they have choice about who supports them; if they are not happy with a staff, they know they can call the office and matters are resolved quickly. We saw two people have requested their care be delivered by female staff only and this is respected. People told us staff are respectful, kind and provide care in a way that respects their privacy and dignity. Staff are trained to provide care this way, and the staff handbook has a section devoted to privacy and dignity.

People are safe and protected from abuse and neglect and are informed about how to raise concerns. On receiving care from a new care staff, each person receives a phone call after a day, a week and then four weeks to check with they are happy with their care. People told us they would phone the office if there was an issue and were very confident matters would be resolved quickly. Security is a feature of the care plans with detailed instructions about gaining access and leaving the persons home safely and securely.

People are supported to maintain and cultivate safe and healthy relationships. People who speak Welsh can receive some support from Welsh speaking staff. Staff also have Welsh language apps on their mobile devices so they can greet people in Welsh and show respect for the persons language. The providers of Phoenix Homecare and Support employ accredited trainers to deliver courses about various aspects of care. They provide free training for people's main carers to enhance their understanding of dementia. This also serves as a social event in which family can chat with others in a similar position. The agency has also developed a social media page to support families, offering impartial advice and signposting them to other useful services. The agency brings people, families and staff together organising events such as summer fetes and Halloween parties. Family feels involved in the care of their relatives. They contribute to the person's assessment of need, personal plan and subsequent reviews. They can also access an online portal, so they know the expected care has been delivered and learn quickly of any issues.



Care & Support

Good

People receive tailored care that supports their goals because they help design it. Staff understand each person's needs, preferences, and risks, thanks to detail in plans and the specialised training they receive. We saw examples of progress for individuals since receiving care, like someone who now embraces care after being matched with compatible carers. Another's care package has been effectively developed over time so their mental health can be closely monitored in the least intrusive way, improving their wellbeing and quality of life. Care is flexible and responsive, with detailed, person-centred plans. Most people enjoy consistent support from familiar carers. They told us the care is *'very good. We got to know girls very well. Things are sorted quickly. Best thing is we work together; they respect my view.'* Another said, *'We are very happy with the care, they (the care staff) are on time and don't miss a call. When new carers come, they are always introduced, and they shadow the usual care staff first'*. One person told us, *'I am happy with Phoenix always. I call them my family. nothing could be better'*.

People are protected from harm and abuse. Staff have all received training on safeguarding and there are policies and procedures they must adhere to. We saw examples of the service correctly referring concerns to the local authority. Any new risks identified are assessed and mitigated. All staff we spoke to confirmed correct procedures for raising concerns.

People's medication is safely managed. Staff have training on safe administration of medication and ongoing competency checks are carried out. There are risk assessments in place and these are kept up to date. Staff have access to an app on their mobile phones. They must log in when they arrive at a person's home and indicate they have completed each task expected of them, before they can successfully log out. This helps ensure medication has not been missed. Where risk assessments have identified the need for lockable storage of medication, this is arranged.

People's risk of infection is minimised by the service provider promoting good hygiene practices. Staff told us they wear PPE (personal protective equipment) and the staff handbook confirms they must do so for specific care practices. The staff handbook instructs staff to wash their hands as soon as they arrive in persons house and care plans reiterate this.



Leadership & Management

Good

The service provider ensures people are supported effectively through strong governance and oversight. Regular checks, including daily, weekly, and monthly audits cover care practices and operations. A dedicated compliance manager conducts full audits every three months, while the Responsible Individual is actively present, carries out formal reviews, and produces quality care reports every six months. People receiving care are surveyed for their feedback, with efforts underway to improve accessibility to staff, family and professionals through anonymous online forms. The provider shows a clear commitment to continual improvement in the service.

Care staff are well-equipped to meet people's support needs through robust recruitment, induction, and ongoing training. Training is easily accessible via the company's in-house service, with management actively supporting further learning, also open to other local care services. Staff feel supported through regular face-to-face meetings, real-time communication via an app, and constant access to office-based assistance. They also benefit from a dedicated health service with counsellors and quarterly supervision, enabling reflection on both the support they provide and their own wellbeing. One staff told us, *'I've worked in care before. These are very good, the service is brilliant. I get good support. Management is easy to talk to'*. The service will support staff to learn to drive by paying for their lessons; they provide electric cars and electric bikes for those without transport.

Staff feel valued. The service recognises staff achievement in an award ceremony annually, express appreciation in one-to-one meetings with staff, take staff out for a Christmas meal, and give them Christmas and birthday presents and cards with personal messages acknowledging specific pieces of work. One staff told us, *'We all work together, we're like a family, we can go to the office for break, and they'll put cold drinks, cakes and ice cream in hot weather'*. The service does what it can to retain staff. Staff told us they are rarely late to a call, and they have breaks between visits. People told us care staff stay for the time allocated to them and they do not feel rushed. Although most people confirmed it had not happened to them, one said someone will phone them if there is an excessive delay due to an emergency or if the regular care staff cannot attend.

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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