Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Phoenix Homecare and Support Ltd (Powys)



Liberal Democrats, 4 Watergate, Brecon, LD3 9AN



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www.phoenixhomecareandsupport.co.uk

The inspection visit took place on 20/11/2025

Service Information:

Operated by:	Phoenix Homecare and Support Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Phoenix Homecare and Support Ltd is a domiciliary care company that provides care and support to people in their own homes in Powys. There are two offices, one in Newtown and one in Brecon.

People's wellbeing outcomes are good because care staff listen to their requests and try to accommodate their preferences where possible. Care and support is delivered in a warm and friendly way. Care staff spoke positively about people they support. People and their representatives told us that they are treated with dignity and respect.

People receive good care and support. Care plans and daily records demonstrate that staff deliver care with kindness, attentiveness, and responsiveness to individual needs, providing reassurance when appropriate. Personal plans are in place and offer clear guidance for care staff to follow. Robust systems are in place to identify potential risks and take action to protect people's health and safety.

The leadership and management of the service is good. The responsible individual (RI) has good oversight of the service and identifies improvements to service delivery. Policies are in place and are reviewed to ensure that they are up to date and people are kept safe.

Findings:

Well-being — Good

Most people told us they are happy with the service and spoke positively about the quality of the support provided. One person told us *"I have nothing against them; they are all wonderful people"*. A relative said, *"They are all excellent with his care and understand his challenges"*. Feedback in the main was positive about the care staff but less positive regarding the management of the service and manager availability. There are currently some management vacancies, recruitment is ongoing.

People are supported to remain in their own homes, with systems in place to identify and mitigate health and safety risks. These risks are clearly documented in care plans, and care staff promote positive risk-taking while maintaining safety. The provider actively seeks feedback to improve the service, with questionnaires showing mostly positive responses. Personal plans are clear and concise, setting out the level of care and support people require. Regular reviews are carried out with people to give them an opportunity to feedback on the care they receive.

The service supports people to maintain their health and well-being. An initial assessment is completed which considers people's health and care needs. Support is available to assist people with personal care, prepare meals and administer medication. Medication management systems ensure the safe administration of medication. Care staff adhere to the services infection control measures to make sure the risk of cross contamination is minimised.

People are safe and protected. They receive good care and support from care staff who have been safely recruited. People receive a good standard of care and support from a care staff team, who are registered with Social Care Wales, the workforce regulator. People are protected from harm by care staff who know how to raise concerns.

People can access information regarding the service provided. The statement of purpose reflects the types of care and support available, and how these services will be provided. There is a complaint policy in place and people are given written information regarding how to make a complaint. People told us they feel able to raise any issues they may have.

Care & Support — Good

People and their representatives are overall complimentary about the care and support they receive from care staff who take time to get to know them and treat them with dignity and respect. Most people confirmed that generally care staff arrive on time, they provide the correct care and support, and they stay for the entire allocated time for the call. Some stated the call times are often changed and rotas received do not match the carers that visit. We looked at a sample of call monitoring records and found that calls are mostly delivered within the ½ hour tolerance time.

Personal plans and risk assessments are detailed and evidence how care staff should meet people's needs. We found evidence the service encourages people to contribute to their individual plans and people sign to agree with this. The electronic plans we viewed document people's personal outcomes and contain detailed information around their individual care needs. Risk assessments identify any hazards and outline how to reduce or eliminate these. The care management system enables managers to maintain oversight of care provided and alerts them to any concerns such as missed medication or late calls. Plans are reviewed quarterly, with active involvement and consultation with people and/or their representatives. Updates are made promptly to reflect any changes in need or preferences where possible.

People have positive interactions with staff who know them well. Staff are knowledgeable and have a good understanding of people's individual needs, preferences, as well as values and beliefs which can influence how a person may want to receive care and support. People's care and support times are allocated in schedules based on their personal plans and individual needs. Care staff consistently achieve all personalised tasks and make records of each visit. This care and support enhance people's well-being. People are generally informed of alterations to the schedules and have access to the staff roster, so they know which staff member is supporting them. Some feedback received stated that the rotas often don't arrive until a couple of days after they have started.

The service has taken reasonable steps to identify and prevent the possibility of abuse. Care staff recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. Care staff told us they had undertaken training in safeguarding and the employee training records we examined confirm this. There is a current safeguarding policy available for all staff to access and follow. Incidents are appropriately reported to the local safeguarding team if required, and information shared on a need-to-know basis.

Leadership & Management — Good

The Responsible Individual (RI) maintains effective oversight of the service. Robust quality monitoring systems are in place, including scheduled audits and regular feedback from people using the service, their relatives, and staff. These processes are completed at the required frequency, and reports are produced as expected. The provider liaises with and promptly notifies relevant authorities of any significant issues or incidents, ensuring timely action to safeguard individuals and maintain care standards. Currently, there are management vacancies within the Newtown office. Feedback from care staff and people using the service (and their representatives) indicates concerns about reduced support and oversight during this period. However, comments are highly positive regarding the individual temporarily fulfilling the branch manager role. The provider is actively working to recruit to the vacant posts to restore full management capacity and strengthen oversight.

Staff recruitment practices are robust, with appropriate pre-employment checks completed before individuals commence work. These checks ensure that staff employed are suitable and meet regulatory requirements. The training matrix must be updated and monitored by management regularly to ensure staff are up to date with training. Despite this, care staff told us they have no concerns regarding access to training opportunities, suggesting that systems are in place but monitoring and follow-up require improvement. The supervision matrix shows that not all care staff have received regular one-to-one supervision, which is essential for supporting practice and professional development. Additionally, annual appraisals are overdue, meaning staff may lack formal feedback and goal-setting opportunities. The RI is aware and working to address the shortfalls.

Policies and procedures are in place to support care staff in their daily roles. They give staff clear guidance on how to support people safely and respectfully. The Statement of Purpose explains what the service does and what people can expect, so it’s easy to understand the aims and goals. There’s also a Service User Guide that gives practical information about the service, including rights and responsibilities. Importantly, it tells people how they can make a complaint if something isn’t right. This means everyone knows how to speak up and get things sorted. Having these documents in place helps keep things consistent, fair, and focused on the needs of the people using the service.

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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