Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Primacy Care Ltd

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www.primacycare.co.uk

Date(s) of inspection visit(s):

14/07/2025, 16/07/2025, 25/07/2025

Service Information:

Operated by:	Primacy Care Ltd
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	Excellent
Leadership & Management	Excellent

Summary:

Primacy Care offers a high-quality, reliable and punctual service, supporting people in their own homes throughout Cardiff and the Vale of Glamorgan.

Wellbeing is rated as ‘excellent’ as people experience a responsive service which supports choice and independence. Care workers are outstanding, providing reassurance through genuinely warm relationships. People are kept as safe as possible from harm and abuse.

Care and support is rated as ‘excellent’ as the service consistently delivers care and support in accordance with personal plans, with effective systems to help people live as healthily as possible. The service is highly successful in supporting people to achieve their goals, including people who have limited understanding and communication ability.

Leadership and management is rated ‘excellent’ as strong leaders foster a positive culture, where staff and people feel valued. Robust systems support the smooth operation of the service and there is excellent oversight of the quality of care by the responsible individual (RI).

Findings:

Well-being — Excellent

People are encouraged to live as independently, safely and healthily as possible. The service has superb systems to capture what is important to a person and excellent documentation to give care workers information about how to deliver the care and support required. Care workers are skilled in identifying changes in people, including those who may not be able to communicate their needs or discomfort. When required, the service ensures health professionals are consulted and referrals are made. Medication is administered safely. One person told us "*They have, with a few exceptions, carried out the core requirement of dispensing medication correctly*." We observed care workers offering choices, consulting with people about their care and encouraging them to try some tasks to maintain their independence as far as possible. Care workers follow guidance from risk assessments to support safe use of equipment when helping someone to move. Some people are supported on visits into the community, with one relative telling us how their loved one enjoys this, helping them access activities and encouraging their independence. With few exceptions people or their relatives rate the care and support they receive as "*excellent,*" with many confirming the difference the service has made, helping them achieve their goals.

The provider has robust systems to protect people from abuse and neglect as far as possible. When the service identifies people may be at risk, they consult with safeguarding professionals and social workers as part of a multidisciplinary team to ensure the potential risks of harm are reduced. Care workers are checked to ensure they are fit to work with people, and the management closely oversees the quality of the care delivered. Routine audits ensure procedures are followed. The service checks for everything, from medication and use of personal protective equipment to punctuality and reliability of staff. One person told us "*We get a phone call if the carer feels they are going to be held up for some reason.*" Many others commented on the punctuality and reliability of the service which prevents people from being left without timely care.

The service excels at supporting people to cultivate safe and healthy relationships. People mostly have regular care workers who get to know them well, helping to develop positive working relationships. Managers also know people and their families well. One family member told us how the service provides excellent care, but also told us there's *"excellent communication and respect for the family*." Care workers are described as *"happy,"* "*friendly*," "*lovely*," "*courteous*," "*compassionate*," and "*approachable*." People with a learning disability or with mental health needs have exceptional outcomes due to the communication skills of the allocated care workers and responsiveness of the office staff. Many people expressed high regard for the care workers, with one stating, "*They often go 'the extra mile' to ensure the wellbeing and dignity of their clients, building strong, trusting relationships*."

Care & Support — Excellent

Care and support is provided to a high standard as the service has effective systems for gathering information which informs the development of personal plans, and this is kept under review. The RI and manager complete assessments to ensure they have information from people, or their family, about how they would like their care and support delivered. Other information, including a social history is captured so care workers are helped to get to know the person they support well, especially those who may have dementia or brain injury and may not be able to effectively communicate their needs. Detailed plans outline what people can do for themselves in addition to the care and support needed, ensuring care workers promote independence. We observed care workers following the personal plans, encouraging people to do some tasks, such as washing their own face. Personal plans contain good daily records to show the care and support delivered, and excellent documentation showing additional measures taken to support people with their health needs. Care workers have the capability to advocate for people, contacting health professionals immediately when concerns arise. We saw examples where pain management has been fully considered to ensure the person's comfort during any support needs, and staff had easy access to key information about some medication where specific procedures need to be followed. We also saw measures taken to prevent health issues including good skin care procedures and immediate referrals made to the district nurses for consideration and treatment. Personal plans are routinely reviewed and updated where required.

The service has strong systems in place to help safeguard people from harm. Personal plans contain risk assessments to show the actions required to keep people and staff safe during care delivery. These include moving and handling plans provided by occupational therapists where appropriate. We saw safe moving and handling techniques being delivered in a dignified manner. The provider makes every effort to consider how they can keep people safe, with care workers telling us, "*They always listen to people and try to resolve their issues immediately.*" Relatives and people who have received care and support for many years show trust in the service, telling us they "*Make a massive difference*," and "*They allow me to feel relaxed*." The management is open and honest when issues are found and takes action to safeguard people. Care workers use appropriate personal protective equipment, including masks, to keep people safe. When people need support with medication, this is provided by trained care workers and monitored closely.

People are treated with dignity and respect. The service considers the person's uniqueness. Care workers are matched with people as continuity of care is a priority, especially for people who have mental health needs. We are told care workers are supported to learn some basic Welsh in order to communicate with people who are able to speak Welsh. We saw exceptionally warm relationships between care workers and people they support, with people feeling relaxed, chatting, smiling and enjoying the interactions. One person told us "*The service excels at fostering meaningful relationships between care workers and clients*," and another told us "*Carers are kind, considerate and friendly*."

Leadership & Management — Excellent

Primacy Care has effective organisational arrangements and oversight to ensure smooth operation and high-quality care. The nominated RI has a daily presence and fosters a positive, supportive culture where people and staff are valued. The RI undertakes their regulatory duties, ensuring they review and continually improve the service based on feedback and other indicators. They produce detailed reports reflecting the service's quality of care delivery and plans for development of the service. The RI has financial management experience and ensures the service remains viable. Documents required to support the service are detailed, reflective of Welsh legislation and kept under review. A statement of purpose outlines what the service offers, and this is available in the Welsh language if required. Systems of monitoring the service to inform oversight are highly effective, with the RI and manager having outstanding knowledge and awareness, including understanding of each of the people who receive a service and how they like their needs met. The RI and manager form part of the care team to ensure continuity of care when required, leading by example with their passion for quality care delivery. One relative told us, "*The manager and their staff are caring and kind and always put my relative's best interests first*."

The provider has a strong commitment to recruiting, developing and leading a skilled workforce with the aim to provide continuity of care. Recruitment processes are robust with exceptional attention to detail paid to ensure evidence of the care worker's qualities and fitness to work with people is available and verified. Care workers receive comprehensive induction training face to face, and their capabilities are tested. Supplementary training and awareness raising is available, giving care workers the knowledge and confidence to support the people they care for, such as Parkinson's, diabetes and catheter care. Care workers are recognised for their commitment through a 'carer of the month' system, and the provider supports with provision of additional resources, including emotional support and provision of drinks and snacks. All care workers are registered with Social Care Wales, the workforce regulator, undertaking the national induction framework, in addition to gaining a qualification in social care. Care workers have clear leadership and supervision, and care workers confirmed this. We received an overwhelmingly positive response from care workers with examples of their comments including "*The core principle is the provision of person-centred care and looking after the wellbeing of both the clients and their care team,*" and "*The service trains and retains staff*," and "*No one is treated differently*."

The service has clear lines of communication to support the smooth operation of the service. One care worker told us "*Teamwork and communication continues to be a strong point, by communicating effectively, sharing updates and supporting each other to ensure client care remains safe and coordinated*." We saw examples of communication with professionals, showing the service goes above and beyond to respond to situations, especially when people need emergency support. There are very effective systems to schedule and monitor care workers in the community, including call times. Most people know who will be visiting them and the calls happen within the timeframes allowed. The provider is considering how this can be further strengthened as

travel time can be impacted by the time of day. Care workers told us they are able to get support from the management both day and night, and people confirmed it is easy to speak to the office.

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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