



Wirral Lifestart Services Limited T/A Apollo Care Flintshire



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www.apollocare.co.uk/apollo-care-flintshire

Date(s) of inspection : 2 May 2025

Service Information:

Operated by:	WIRRAL LIFESTART LIVING SERVICES LIMITED
Care Type:	Domiciliary Support Service
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:

Wirral Lifestart Services Limited, known to some people as Apollo Care, is a small, expanding home care service serving the people of North Wales. People and families told us they are very happy with the care provided by the service and “*staff go over and above*” to provide their care. People told us of good relations they have with care staff and the management of the service who are easy to contact should there be any problems.

Care staff are appropriately trained, supervised and vetted to ensure they are suitable for the role and are supported. Care staff told us they are happy working for the service, enjoy caring for people, and managers are approachable and supportive.

People and families are happy with the length of care visits provided by the service. They say they can receive the care they require in an unhurried way.

The Responsible Individual (RI) is compliant to regulations by measuring the quality of the service and providing a report twice a year as is required. The RI has oversight of the service by visiting

people receiving care to ensure they are happy with the service. They work closely with Local Authorities and Care Inspectorate Wales (CIW), and where there are any incidents, these are addressed and lessons learnt.

Findings:



Well-being

Good

People have control over their care. They are involved, as much as they can, in planning their care, and are involved any updates to their care if their condition changes. People are visited prior to receiving a service to ensure the service can meet their care needs. People are central to their plan of care and personal plans contain a pen picture of the person, their likes and dislikes and people, routines and events which are important to them. The RI visits people regularly to ensure the personal plan is still effective. People said the service is flexible to their needs and they can easily contact them via the office if they have any problems. People and families say the care staff treat them with respect and they feel safe with the service. We saw from reviewing a sample of people's personal plans, that people are supported in their care needs and health and any new directions for a person's care following a health care review are carefully noted.

We saw the service places importance on social well-being. People who are lonely are given extra time to talk and get to know staff. From conversations with the RI and care staff, it is evident they know people well and they have close, respectful relationships with people and their families. Families spoken with said the care staff and managers are approachable and communicated well with them.

People feel safe and are protected from abuse and neglect. We saw from training records; care staff are up to date with safeguarding training. Care staff spoken with can describe local safeguarding processes should they be concerned about people's care. Care staff are supported with the service's policies, we saw these are accessible to staff and are reviewed and updated on an annual basis.



Care & Support

Good

People receive the quality of care they need to achieve their personal outcomes. People spoken with are happy with the service and feel they are treated with dignity and respect. People's friends and relatives told us they are happy with the level of service they receive; staff are friendly and supportive and often go out of their way to support people in their day-to-day needs. People and families told us the communication from the service's office is good, they are easy to contact and reply to queries in a timely way. People said they receive the care they need in the visiting time allotted to them and feel the care is not rushed. People and families said their personal plans are adjusted to their needs as things change and they remain informed of the process. We saw from personal plans they are reviewed regularly to ensure they are up to date. Work has been done to ensure people's plans are constantly improving and include relevant information for care staff to perform their role. Lessons are being learnt from recent issues and communication with people as regards absences from their home and hospital visits is being Improved.

People are protected from harm and abuse by a service which is continually improving. New protocols and procedures have been devised to ensure safe handling of money and in dealing with missing persons. The provider is working closely with Local Health Boards to attain required standards in care and administration. Care staff are updated in their safeguarding training and report they feel well supported by the RI.



Leadership & Management

Good

People are supported to achieve their outcomes as the provider has oversight of the running of the service. We saw the provider/ RI produces six monthly reports to measure the quality of the care provided as per the requirements of the regulations. They agree to provide further detail in their future reports to demonstrate the depth of their enquiry into the quality of the service. Core care audits have been performed but not added into the report. The RI regularly visits people receiving a service and is known by them. A Statement of Purpose document is available for people and families to provide information regarding the service. Care staff can access core policies to support them in their role, these are reviewed annually to ensure they remain fit for purpose. Where recent gaps have been identified in the service's policies and protocols, these have been addressed, and the provider continues to work closely with the local Health Board. The service is looking at moving onto an electronic care system which they have said will support their administration of the service and will flag up when staff are due training and supervision and when key documentation are due to be reviewed.

People are supported by care staff who are trained and supervised to support them in their role. Care staff spoken with said they feel supported by senior staff who are approachable. We saw evidence of staff meetings where support is offered, and staff are informed of any changes to practice. Records demonstrate that training is offered to care staff and is up to date. Care staff receive regular supervision to help them in their role, care staff spoken with said they find this useful. We viewed a sample of staff records and saw the required employment checks are in place and are in date to ensure care staff are appropriate to work with vulnerable people.

People are supported by care staff who have time to provide the necessary care. Care staff spoken with said they can provide the care needed by people within the visiting time planned and contracted for. People and families spoken with had no concerns regarding the care visits and felt appropriate care is provided for them during the allotted visits.

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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