Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Powys Homecare

35a High Street , Welshpool , SY21 7JP

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www.peoplesupportwales.co.uk

The inspection visit took place on 20/01/2026

Service Information:

Operated by:	People Support Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Powys Homecare, operated by People Support Ltd, is a domiciliary support service based in Welshpool and provides support to people in their own homes in Welshpool and the surrounding area.

People experience good wellbeing outcomes because they feel listened to, respected and involved in decisions about their care. Personal plans are detailed, person-centred and regularly reviewed with individuals and their representatives, ensuring care reflects changing needs and promotes independence.

Care and support are rated as good. People benefit from consistent, timely care delivered by staff described as kind and respectful. Daily records and call logs show support is reliable, with effective communication when delays occur. A digital recording system enables real time oversight for managers and reassurance for families. Risk assessments are robust and safeguarding procedures are clearly understood and implemented by staff. Health and wellbeing needs are well supported and infection control practices followed appropriately.

Leadership and management are strong with effective quality monitoring systems, regular spot checks and structured feedback processes. Workforce governance and contingency planning

ensure safe, consistent care even during operational challenges.

Findings:

Well-being — Good

People told us they are happy with the care and support they receive. Care staff were consistently described as respectful and kind, and people reported positive working relationships due to continuity of care. The care delivered was seen to support individuals to achieve their personal outcomes, which for many included remaining in their own homes.

People have a voice and are involved in developing and reviewing their care and support plans and how they would like their care to be provided. Reviews are undertaken regularly and/or when support needs change, and individuals or their representatives participate in this process. One family member told us, *"Reviews are regular and if there are any changes in between, I let the office know and all the staff are then informed".* People's choices are respected and care staff encourage people to be as independent as possible.

People are supported to maintain relationships with family and friends and there is effective communication between the provider, people who use the service and those who are important to them. A live digital system enables family to receive up to date information on the care and support that is being provided which provides reassurance for those living a distance away.

Robust and detailed risk assessment are in place to promote the safety and wellbeing of both people and care staff. Systems are in place to protect people from harm and abuse. Records confirm that care staff have completed safeguarding training and are aware of their responsibilities to report any concerns they may have. When concerns are raised, there is engagement with relevant agencies in line with legislative requirements and established protocols to ensure people's safety.

Care & Support — Good

People receive consistent, good-quality care from care staff who treat them with dignity and respect. Individuals told us they feel safe and well supported by the care provided. Personal plans are detailed and outcome-focused, offering clear guidance to staff on how each person wishes to be supported and what matters to them day-to-day. These plans outline the personal outcomes people want to achieve, and the specific approaches required to promote their independence and wellbeing. Personal plans include a brief personal history along with people's interests, routines and preferences, enabling staff to understand each individual and provide care that is both person-centred and responsive. Care and support plans are kept up to date and any changes in support needs are updated in a timely manner and care staff informed of the changes.

A sample of call logs indicates that visits are mostly on time, which people also confirmed. Individuals told us they are informed if care staff are running late. Daily records are detailed and accurately reflect the support provided. Information recorded by care staff is available to senior staff and managers via the digital system, supporting timely identification and response to any concerns. Managers also undertake spot checks to ensure the quality of care is maintained.

Support for people's physical and mental health is well-coordinated. Staff assist individuals to attend health and social care appointments where needed, and referrals to other agencies are made promptly when additional support is identified. Infection control measures are followed consistently, with care staff using personal protective equipment (PPE) appropriately and reporting that supplies are always available.

People are supported to access opportunities within their community. A new community project is being developed by the manager in response to individuals expressing feelings of loneliness and isolation. The project is intended to provide a structured opportunity for people to socialise locally, with the aim of promoting positive mental wellbeing and reducing the impact of social isolation.

Leadership & Management — Good

Governance and oversight arrangements are in place to ensure that good standards of care are consistently maintained. Feedback from people, their representatives, professionals and staff is routinely gathered, and responses to questionnaires are used to inform and drive service improvements.

Quality monitoring systems are actively implemented, enabling leaders to maintain clear visibility of performance across the service. Information recorded by staff is made available to senior staff and managers through the digital system, allowing emerging issues to be identified and addressed promptly. This system contributes to effective oversight and supports timely decision-making.

Regular spot checks are carried out by managers, providing additional assurance that care continues to meet required standards and that practice remains safe, consistent and in line with expectations.

Contingency plans have been developed to ensure continuity of care during periods of unavoidable disruption. These arrangements are designed to support the safe and consistent delivery of the service in circumstances such as staffing pressures, operational challenges or unexpected events.

Recruitment and workforce governance processes are also clearly embedded, with robust vetting checks, references and Social Care Wales registration requirements. This ensures people are safely recruited for the roles they undertake.

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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