Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Relax Care Services

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www.relaxcare.co.uk

Date(s) of inspection visit(s):

08/04/2025, 04/04/2025

Service Information:

Operated by:	Relax Care Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

Ratings:

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

Summary:

The service has made significant improvements since our last inspection. There is a newly appointed Responsible Individual (RI) and manager who have promoted from within the service. The service is continuously improving and considering new electronic and innovative systems to aid them. This has increased oversight and enables the manager and the RI to be present and visible. During times where the service faced challenges with recruitment, they continuously prioritised care delivery and people's safety. People told us they are happy at the service and like their consistent staff. Plans are in place and include important information about the person. Personal outcomes are identified, and the service are considering ways to enhance people's engagement with their local community. Care staff told us they are happy working at the service and feel supported by the management team. The service continues to consider ways to improve the quality of the service for people and staff.

Findings:

Well-being — Good

People live healthily and safely. People told us they are happy and receive good levels of care and support from staff they know well. People have information readily available to them regarding the service, such as how to make a complaint. People are mostly involved in their regular reviews of personal plans. Reviews ensure information is up-to-date to accurately guide care staff. People told us the service is flexible to meet their needs and they are kept up-to-date on any changes regarding their care, one person said *"If they're running late they always let me know."* The service identifies people's outcomes and consider ways for these to be achieved. People's health needs are identified and risk assessments regarding this are in place. The manager and RI maintain good oversight of people's needs and are considering ways they can enhance people's overall health and well-being by engaging with local charities.

People are safe and protected from abuse and neglect. People told us they feel safe, and everyone knows who the manager is. People feel confident raising concerns and told us *"If I had any issues I would tell them."* Care staff are appropriately recruited, and additional measures have been implemented to ensure the service can gauge the person's character. Care staff and managers complete safeguarding training and policies are available to guide staff. Information is being shared with people and care staff so they know how to share concerns externally. The RI and manager are working closely with the safeguarding team to seek advice and support. There is a safeguarding policy in place. Policies are being reviewed to ensure they reflect the service and changes made.

People are supported to cultivate safe and healthy relationships. People praised the manager and describe their consistent care staff as *"Brilliant"* and told us "*They're good as gold."* People can access information in Welsh if required. The manager and RI are driving improvement at the service and considering new ways to enable people to engage with their local community and to socialise with others.

Care & Support — Good

People receive the correct support to help them achieve their personal outcomes. Information is readily available to people some information can be easily accessed in English and Welsh. The service shares important information with people so they can raise concerns. Service contract information, emergency numbers, advocacy services and regulators contacts are readily available in the event a person needs additional support or to raise a concern. Plans in place provide a good level of information to help understand the person. This helps staff to get to know the person and provides clarity regarding what the support needs are. People told us *"They do everything they need to when they're here."* Risk assessments are in place. Information is regularly reviewed and some people told us they are involved in this process. The service is considering a new electronic system which would aid in care planning, reviews and oversight.

The service has identified a need for people to be more involved and engaged in the community. The manager told us they work closely with the Local Authority to try and secure additional funding for companionship and social hours. The service is planning a memory café so people can come together and socialise. Specialist roles are being considered to work with charities to support people to manage their health, maintain their independence and fulfil aspirations.

People can receive support with their medication. We found that medication records are completed in full. People are supported to manage their medication whilst remaining as independent as possible. One person told us that care staff liaise with their GP surgery to access medication in forms that promote their independence. The electronic system in place means care staff are unable to complete the care call until medication is appropriately administered, this reduces the risk of missed medication. Care staff receive training in medication and the service has a plan in place to ensure that all staff receive an observation to confirm their standards remain high and that they are competent.

Leadership & Management — Good

The new RI is completing their regulatory duties and spoke about the positive impact of meeting with people face to face and how this has given them motivation to improve people's experience and well-being. The Quality of Care Review has been significantly improved to include areas the service does well and how they plan to improve. Including direct feedback from people and an analysis of important incidents and events would help identify patterns and trends strengthening areas of improvement. The service is still in its infancy but plans to grow and expand. As the service develops, improved monitoring systems would be required, such as auditing to aid oversight and help identify any trends.

The manager completes daily reports and shares these with the RI and the Director of the service. The manager told us this helps the service reflect on the day and provides *"Sustainable oversight."* The manager has shown a great commitment to the service and provides direct care when required. The manager is visible and both people and care staff know them well. People describe the manager as *"Very nice"* and "*Always polite."* The service has faced challenges with the recruitment of staff but has shown a dedication to ensuring people's needs are met. The service including its care staff have been under pressure during this time but are now planning on refocussing on work relationships and to ensure staff well-being. The service is completing regular face to face check ins and responding to feedback. The service has restarted 'Care Excellence Awards' and provide gifts to staff to thank them for their commitment.

The service is considering ways to 'work smarter' and make systems more effective. They are utilising innovative technology and trialling schemes such as use of AI for recruitment. This helps adopt an inclusive approach and ensures staffs values are right from the start. The service is restructuring their training to ensure care staff have what they need to meet people's individual needs. The service complete appropriate checks to ensure people are safe to work with adults at risk. A new app system allows care staff to access their own information, such as pay, annual leave and contracts. Some care staff were unsure of their contracted hours or whether they were achieving these, the service assured us the new system would enable them to be fully informed and 'in control'. Care staff told us they have sufficient travel time to ensure they can get to people they support on time. People told us care staff know how to support them and are mostly on time.

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.

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