Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Enhanced Healthcare

Enhanced Healthcare, Glass House, Penrhos Manor, Oak Drive, Colwyn Bay, LL29 7YW

01492459896

www.enhancedhealthcare.co.uk

The inspection visit took place on 04/06/2026

Service Information:

Operated by:	Enhanced Healthcare Solutions Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and 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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Enhanced Healthcare provide domiciliary care and support to people living within their own homes, across North Wales.

People experience excellent wellbeing outcomes because they have the maximum choice and control over their day to day lives as is possible. People have an extremely strong voice in how they want their care and support to be delivered.

People receive excellent care and support, which is highly person centred and ensures they live happy and healthy lives. People receive a bespoke package of care, where they are consulted about their views.

Leadership and management of the service is excellent. Comprehensive and effective oversight means people receive a service which is consistent and reliable. The manager of the service leads their team effectively and works directly to support with delivering care and support. Care staff are experienced and highly motivated.

Findings:

Well-being — Excellent

People direct their own care and support, having as much choice about how this is delivered as possible. Extremely detailed initial assessments are conducted to gather important information about people so the service can be tailored to meet their needs. The provider ensures people are given every opportunity to share their views and make their wishes known. People have a very strong voice which is reflected in the care records we saw. Care staff have an excellent understanding of people's communication needs and effectively record what this looks like for people, describing how to overcome barriers by using specific approaches and being aware of all types of communication including body language and vocalisation. We saw positive communication practice had been identified by the manager and RI through observations and the positive impact this has on people being supported. People feel heard and valued. They are actively engaged in service quality assurance and are encouraged to contribute to the development of the service.

People spend time doing the things which are important to them. Care staff are proactive and innovative in seeking out meaningful activities and experiences, successfully encouraging people to engage. Great effort is taken to find out people's hobbies and interests. We heard how care staff go above and beyond to overcome any barriers to accessing different experiences and make sure people get opportunities. The provider understands the importance and benefit of having a strong support network and ensures people are supported by family, friends and professionals. Where specific guidance is given about a care need, this is recorded accurately to inform care staff and support continuity of treatment plans.

People are treated with dignity and respect. Care staff understand they are supporting people in their own homes and work effectively within their professional boundaries. Care staff work hard to build trusting relationships with people, their families and friends, supporting important relationships. Care staff told us people have experienced personal growth with the support from care staff, developing skills, building independence and regaining confidence at home and within their local communities. Care staff are proud of the work they do and celebrate the achievements of the people they support. We saw reflective records are created to document events, outings and achievements so people can look back on happy occasions. People were enthusiastic telling us about some of the experiences they have had.

Care & Support — Excellent

People receive a high standard of care and support which means they achieve their personal outcomes. People are fully involved in the creation and review of information about them. Personal plans are highly person centred and capture people's preferences, aspirations and specialist needs. Very detailed records, mean care staff know exactly how to support people effectively. Care staff treat people with respect, offering guidance and support, being mindful of risk assessments whilst respecting people's rights to take risks and make their own decisions. Risk assessments are clear and effective in identifying where further support is needed, which we saw is actioned by the service. This includes accessing support from occupational therapists, speech and language team, district nurses and social care practitioners. People experience excellent continuity of care with a stable team of care staff who know them extremely well. The provider facilitates co production, encouraging people to be involved in the recruitment of new staff, which enhances autonomy and helps build positive working relationships from the beginning. We observed positive working relationships and saw excellent examples of everyone enjoying the company of each other, celebrating birthdays, Christmas and the achievements of care staff at awards ceremonies. The provider involves people in the spot check process, seeking their observations about the care staff who support them. People communicate positively about the care staff.

People are protected from abuse and neglect. All staff complete safeguarding training and have access to comprehensive policies which further support this learning. Safeguarding policies are reflective of Welsh guidance and give clear information about what to do if there is a concern. The provider has good processes in place for the recording and monitoring safeguarding concerns. The manager is confident in liaising with external professionals such as the safeguarding team, social workers and advocates to ensure people are supported as safely and effectively as possible and have a wide support network.

People have the medication they need when they need it to support their physical and mental wellbeing. The provider has robust medication management procedures in place which are followed competently by care staff. We saw the manager conducts regular audits of medication administration procedures, including spot checks and thorough annual medication competency assessments.

Leadership & Management — Excellent

People can be assured they will receive a high-quality service because the management team are dedicated and experienced. There is a high level of oversight, meaning all areas of service provision are closely monitored and the operation runs smoothly daily. The manager and responsible individual (RI) conduct audits which identify areas of service delivery which can be strengthened. Since our last inspection we saw the on call and contingency procedure have been reviewed and strengthened. Key reports such as the quality of care and RI reports are detailed documents, and provide a balanced overview of the service performance, measuring quality against the requirements of the Regulations and CIW inspection themes. This demonstrates an excellent understanding of the inspection framework and a dedication to delivering a high-quality service to people. The RI has captured meaningful feedback from people supported and care staff, ensuring good practice is recorded and commended. The achievements of care staff are recognised and celebrated. Care staff told us they feel very well supported and love what they do.

People are supported by a team of care staff who are carefully and safely recruited. We found pre-employment checks, including disclosure and barring service checks (DBS) and obtaining appropriate references are completed before people begin working at the service. This is essential to make sure new care staff are safe and suitable to work with adults at risk. Care staff complete a detailed and supportive induction which includes the completion of a comprehensive training programme. The provider identifies any bespoke training needs and accesses courses, so care staff are skilled in supporting specific health needs. The manager ensures new staff complete the All Wales Induction Framework within their induction so they can register with Social Care Wales, the workforce regulator. Care staff are well supported, having good quality, regular supervision with their line manager. In addition care staff have an annual appraisal of their work and regular spot checks which ensures quality.

People have access to important information about the service provision. Information is readily available and can be provided in different formats to suite a variety of communication needs, such as easy read, bilingual and large print.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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