Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

N-Able Services ltd

Egerton House (wirral) C I C, Egerton House, 2 Tower Road, Birkenhead, CH41 1FN

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www.nableservices.co.uk

Date(s) of inspection visit(s):

26/06/2025

Service Information:

Operated by:	N-Able Services ltd
Care Type:	Domiciliary Support Service
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

N-able Services Ltd provide case management and rehabilitation services to people with complex needs in North Wales.

Care and support is good because people are supported by highly trained professional care staff, with whom they have developed long-term, impactful relationships. Care planning is thorough, detailed and person-centred. People are very happy with the support they receive.

The leadership and management is good as care staff are skilled and provide individualised care and support to people which enriches their lives and supports their wellbeing. The manager and Responsible Individual (RI) are fully involved in the running of the service and build great relationships with people receiving care and support. The manager runs the service well and is respected by the staff team.

Findings:

Well-being — Good

People have control over their day-to-day life. People's care and support needs are met in line with their personal plans. Plans are signed by people or their representative, kept under review and amended as needed. People and relatives told us they are involved and informed of any changes to their care and support. They receive rotas in advance, so they know who to expect. People's preferences regarding care staff are respected and relatives confirmed this. Where possible Welsh speaking staff are allocated to Welsh speaking people. People and relatives are happy with the service they receive and there is good communication between them, care staff and the office.

Peoples physical, mental and emotional wellbeing needs are met. In depth pre-assessments are carried out to gather the relevant information before agreeing to provide case management support to the person. Care staff know people well and are able to respond to and report changes in needs to ensure they stay healthy and well. Care staff build positive relationships with people and get to know them and their families, providing continuity of care and good company. People know who to contact if they need to. They told us care staff were usually on time, and the support was provided in a relaxed manner.

People are protected from abuse and neglect. People told us they feel safe, and the management team are very approachable and able to raise concerns if they had any. There is a safeguarding policy in place for staff to follow and they also receive safeguarding training. They are appropriately supported by care workers who are suited to their caring roles. Risk assessments and personal plans identify the strategies for managing risks to people's health, safety and well-being. Care staff have a good understanding of these and know how to report concerns about people's welfare. Staff complete a range of mandatory and specialist training to ensure they practise in a safe, effective way. The service has robust auditing systems to highlight shortfalls in practice and help drive up standards.

Care & Support — Good

The service provider considers a wide range of views and information to confirm the service is able to meet people's needs and supports them to achieve their personal outcomes. Case managers work with the person to ensure they get the support they need, either through direct employment of a support worker or through an external agency. An admissions and commencement of service policy is in place and a summary of the admissions procedure is included in the statement of purpose. Initial assessments are completed, and we saw these in people's files. Information from other assessments and any identified risks are also obtained and used to create personal plans. People sign their plans to show their involvement and agreement with it. Reviews are carried out regularly to ensure changes are identified and any adjustments to care and support are made.

People have detailed personal plans which inform care staff how they want their needs to be met. The plan is kept under regular review to ensure it contains enough information, so people are offered consistent care. Personal plans viewed were highly detailed. Personal plans are accessible to people and staff which ensures care workers have up to date information prior to carrying out their calls.

People can feel confident that their wellbeing is well supported. Staff ensure that where people need healthcare support, signs and symptoms are identified and referred on as required. Records show the service react swiftly to care staff concerns and contact relevant healthcare professionals as required. The service work with healthcare professionals to monitor such things as pressure areas and weight to prevent deterioration in health.

People receive support from care staff who know them. The service ensures consistency of care staff and people. Care staff told us support calls are usually on time, and care is provided in a relaxed manner. People praised the care staff and find them kind and trustworthy.

Leadership & Management — Good

Governance arrangements are in place to support the smooth operation of the service. The RI and manager work closely together in the office daily. The statement of purpose sets out what the service provides. Policies are in place and reviewed by the manager and in line with current regulations. Quality of care review reports are completed identifying what works well and any areas for improvement. The RI completes a report of their visits every three months but could be further improved. Regular meetings to review the overall running of the service are held and discussions to identify areas which require improvement. The service has a clear policy for dealing with complaints and management stated there are none.

The service recruits and trains staff appropriately. Staff are vetted by the Disclosure and Barring Service prior to employment and every three years thereafter. Staff feel well prepared for their roles, as they familiarise themselves with people's risk assessments and personal plans during their induction. They complete a range of mandatory and specialist training relevant to people's needs. Staff are required to register with Social Care Wales, the workforce regulator and complete care qualifications to support their development. They are familiar with safeguarding procedures and know where to find contact details for the Local Authority safeguarding team.

Staff feel valued and supported. Care staff receive regular supervision during their probation period, in line with company policy. After successfully completing their probation, they receive formal supervision which is above the required regulatory requirement. Probationary reviews consider the personal well-being of staff, along with feedback from peers and the people they support. Staff have opportunities to attend regular meetings either in person or remotely. Staff receive a good level of support from managers which makes them feel truly valued and care about staff's personal well-being. There is an 'Employee of the month'. Staff told us they feel supported, and they really enjoy working for N-Able Services Ltd.

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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