Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Home Instead North Wales

28-32 Princess Drive , Colwyn Bay , Conwy , LL29 8LA

01745772150

https://www.homeinstead.co.uk/northwales

Date_Inspection_Visits_19/11/2025 Do_Not_Delete

Service Information:

Operated by:	Conwy Care 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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Home Instead are an In-home and live-in care service offering excellent care across Conwy and Denbighshire offering support to people in their own homes, they also reach out to people in Care Homes, they mostly provide private care packages. The service provider has been rated 'excellent' in the theme of 'Well-being' as they achieve excellent outcomes for people helping them achieve their personal aspirations. They work closely with people and their families delivering person centred care to help people achieve their desired emotional, mental, and physical well-being outcomes.

The service provider has been rated 'excellent' in the theme of 'Care and Support' as people receive excellent care to help them achieve their personal goals. People have as much control over their lives as possible and are fully involved in the decisions that affect them. People have strong relationships with the care staff, and care packages are tailored to meet people's needs and preferences, these are continually reviewed to ensure they remain appropriate for people's needs.

The service provider has been rated 'excellent' in the theme of 'Leadership and Management' as there is a strong Management Team, and the Responsible Individual (RI) has robust over-sight of

the service supplied to people. They strive for innovation and continual improvement and provide a consistent approach to quality assurance. The service is proactive and collaborates with external agencies to ensure the people they care for have additional opportunities to improve their lives. People receive excellent, consistent care from a work force that is well supported by the management team and receive robust training at induction.

Findings:

Well-being — Excellent

People receive a comprehensive assessment; managers listen and consult with people to achieve the outcomes they aspire to. People are treated with dignity and respect and are encouraged to build on their strengths. We saw evidence where people are matched with compatible care staff and the choices people make are respected. Examples where people are reaching their aspirations include, going out for meals, theatre trips and going on holiday, this includes a planned trip abroad over Christmas. There is an outstanding and clear commitment from all leaders and staff to listen attentively and support people to make exceptionally well-informed choices. This approach enables people to take charge of their lives with confidence and assurance.

We saw examples where the Community Engagement Network Coordinator liaised with all relevant health professionals to get and share information needed for the person's care, with their consent, this is then shared with the team through meetings and "*safety huddles*". People told us that they feel listened to with the service provider building strong and trusting relationships with people and their families. A family member told us that *" I am extremely happy with the care and support mum receives from Home Instead, I can contact the managers and the office anytime I need to, they listen and act on what I say or ask"* A member of staff told us "*Clients decide what they want to do with their day"*

The service provider organises regular events for people, relatives, and staff to attend. These include afternoon teas, '*singing for the brain'* for the elderly, a Health and Well-being roadshow session where local communities, health and social care were invited. People's Welsh language and cultural needs are understood. Staff have access to Welsh learning resources, and a member of the management team speaks fluent Welsh and can support communication during the assessment period. Other communication needs are also addressed including British Sign Language and for people who are unable to communicate verbally.

The service is aware that people need support to continue to be an active part of society, examples included where people were taken to vote in the general election if they chose to. Home Instead hold regular wellbeing events for their clients, family members, health professionals and their own staff. People can network and learn about different offers in the community that might help them further.

Care & Support — Excellent

Personal plans reflect people's choices and preferences. Time is taken to make sure the plans are comprehensive and includes individual goals, beliefs and preferences whilst promoting their independence as much as possible. There is regular contact to undertake quality checks from the management team. Relatives consulted told us that they are involved if their family member is unable to contribute and care is of a high standard. One relative told us "I have been involved with planning care from the assessment, I am contacted regularly to make sure everything is OK" We saw that plans include detailed routines for the day, for example a detailed plan on how someone wanted to be cared for. Plans also included clear and detailed risk assessments which mitigate harm. Care staff told us that the plans provide them with the necessary information to deliver a tailored approach for people.

People and their families told us that care staff consistently achieve all the tasks that are required, these are clearly recorded and the management team can review this information in real time using a mobile-app. Family members are also able to log onto a portal to review how their loved one is and what has happened at that particular visit. People told us this is extremely helpful and provides comfort to see how their relative is. *"It's a great comfort to know I can see what is happening on a day-to-day basis, what they have eaten and what care they have had"*

People are kept safe from harm as practicably possible. There is a designated safeguarding lead providing leadership. Safeguarding training is robust; staff were able to tell us how to recognise safeguarding issues and how they would report them. Diversity and inclusion are embedded within the culture, policies and procedures and training of the organisation. Medication is managed safely people and receive their medication as prescribed. There is electronic medication recording system (linked to IQ Timecard) which includes prompts and alerts to care staff and the office team to prevent errors. Staff go through a comprehensive competency process prior to administering medication. Medication audits are completed to ensure consistency of practice and good standards are maintained. People are protected as much as possible from the risk of infection. There is an effective approach to assessing, managing, and preventing the risk of infection as outlined the service provider's own policies and people's individual risk assessments.

Leadership & Management — Excellent

The service provider ensures there is a strong positive culture which is supportive and inclusive and is promoted by the management team. The workforce is skilled to care for people and are very compassionate, people told us they have high levels of confidence in Home Instead. They employ a dedicated Training and On-Board Coordinator who will assess the needs of the people and ensures care staff are competent to undertake their role. Care staff attend a comprehensive induction programme and other enhanced specialist training. We found that together with robust recruitment practices, training and ongoing staff support ensures people achieve positive outcomes. Care Staff told us they felt the induction and training helped them carry out their jobs effectively "*I had an in-depth induction and lots of support"* Relatives and people using the services gave excellent feedback One relative said *"I have used different agencies and this is by far the best agency we have ever worked with"* and another said, "*they are brilliant"*

New staff undergo appropriate recruitment checks and employment records are in line with the regulations. Care staff are required to register with Social Care Wales, the workforce regulator. Staff receive regular supervision and appraisals. Care staff offered highly positive feedback about the service provider, a member of staff said "*Really, really good, I've never worked for a company like them for taking care of their staff's well-being and, making sure we have everything we need to do the job"* Another member of staff said "*I am happy working for Home Instead. I get good support from senior staff who are all approachable"*

The Responsible Individual is very involved with the service providing support and leadership to the management team. The three-monthly reports by the RI and six-monthly quality of care reports are comprehensive and include feedback and views from people using the service, families and staff. The management team have excellent monitoring systems in place. These include robust audits on all aspects of service delivery. Home Instead have a culture which continually striving for excellence and ensuring the people using their services have the best outcomes possible.

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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