Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Living Hope Social Care Limited

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www.livinghopesocialcare.co.uk

The inspection visits for this service took place between 20/05/2026 and 16/06/2026

Service Information:

Operated by:	LIVING HOPE SOCIAL CARE LIMITED
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	Requires Improvement
Leadership & Management	Good

Summary:

Living Hope Social Care is a domiciliary support service based in Wrexham and providing a service in North Wales. They provide home care visits to adults, assisting people to live independently in their own homes.

People experience good wellbeing outcomes as their wishes are incorporated into their personal plans, ensuring person-centred care is delivered. Care staff are attentive to people's care and support needs, following their personal plans. We found a lack of consistency in moving and handling care plans, which presents a risk to people. The provider recognises improvement is required in care and support and are taking action to reduce the risks.

The leadership and management of the service work openly and collaboratively with staff, people, and other professionals. Whilst we found some issues with moving and handling, we were able to discuss these issues with the responsible individual (RI) to ensure risks are reduced and there are planned improvements to the service. This positive culture is a strength of the service, and this has resulted in a good rating for leadership and management.

Findings:

Well-being — Good

People using the service experience care that is person-centred and responsive to their individual preferences, contributing positively to their overall well-being. Personal plans are clear and detailed, outlining people's wishes, daily routines, and communication needs. They are strengths based, outlining the things people can do for themselves to maintain as much independence as possible. Personal plans provide clear guidance for care staff, helping them deliver consistent and personalised care. The RI has made improvements since the last inspection by strengthening people's outcomes, so they are more meaningful and aligned with people's personal goals.

People and their relatives provided positive feedback about the care provided. They described staff as "*amazing*," and "*fantastic*," with one person noting they had "*never had such high-quality care before Living Hope*." Individuals reported feeling listened to, respected, and involved in decisions about their care. Preferences, including requests for specific carers, or female care staff, are respected. We found the service is responsive and takes action when concerns are raised, demonstrating a culture that values people's voices.

Care staff have developed trusting relationships with people using the service. They take time to build meaningful connections, supporting people to maintain important relationships with family and others. Relatives told us there is good communication and they are kept well informed of any changes. They described a "*two-way relationship*" with care staff. People feel confident to raise any issues or concerns. They are provided with a service user guide which clearly informs them of the complaints process, meaning they know who to contact, and how to escalate any concerns.

The provider promotes inclusive practice, including awareness of cultural and language needs, supported through training and resources such as Welsh language provision. A manager in the service speaks Welsh and care staff are encouraged to learn Welsh words and phrases. Care staff who are sponsored from overseas can attend workshops which consider language and cultural issues, to support communication with people and enhance their understanding of cultural differences.

Care & Support — Requires Improvement

Many people receive care and support that meets their needs and promotes positive outcomes. Personal plans are comprehensive, person-centred and cover a wide range of needs, including personal care, nutrition, mobility, and emotional well-being. The inclusion of personalised details demonstrates a strong focus on delivering tailored care. One person told us, "*They make everything easy for me*." People's needs are assessed before they receive a service. We found the pre assessment of people's moving and handling needs was inconsistent and did not always incorporate assessments from health care professionals, this poses a risk of gaps in identified needs, and a risk to people's well-being if up to date moving and handling plans are not consistently followed. When external advice is incorporated, risks are appropriately identified, and care planning reflects individuals' preferences and routines. However, gaps in consistency pose a risk to people.

The RI has ensured there are effective systems in place to support care delivery. The electronic care planning system enables staff to record completed tasks and supports oversight of visits, including alerts for late calls. Daily records show that care is mostly delivered as planned and includes observations about people's well-being. The service has also implemented outcome-focused review processes, which demonstrate a commitment to the delivery of person-centred care and continuous improvement.

The provider has ensured well established safeguarding arrangements are in place. Records show that incidents and concerns are documented, referred appropriately, and used to inform learning. Medication processes are structured, with clear documentation and competency checks in place for staff. The RI is making improvements to medication recording systems, to ensure there is clarity between regular and 'as required' medication. This is needed to ensure records will be clearer for care staff to identify and escalate if people refuse or miss medication. One healthcare professional told us they had difficulty contacting the service when they needed to provide updates on people's care. This means there is a risk care staff are not kept up to date with any changes in care needs. The provider has acted upon this, introducing a tracking system to ensure communication with health professionals is recorded and can be monitored to ensure effective communication is maintained.

We found moving and handling care requires further strengthening to ensure consistency. We identified some gaps in communication and timely escalation to healthcare professionals which has impacted on people's care experiences. Care staff are accessing further training and support from healthcare professionals to ensure any identified risks are reduced. Whilst the provider has investigated the issues identified during inspection and are proactive in addressing these, we have identified this as an area for improvement. We will review this at the next inspection of the service to ensure the improvements are fully embedded.

Leadership & Management — Good

The provider has ensured that leadership and management arrangements demonstrate a positive and proactive culture, with systems in place to support service delivery and continuous improvement. There are well established quality assurance processes, including audits, incident tracking, safeguarding oversight, and regular governance meetings. These systems enable the service to monitor performance, identify trends, and implement improvements.

The provider shows openness and transparency in its engagement with regulators and commissioners. Investigations following concerns have been thorough, and there is evidence of responsiveness and willingness to reflect and improve. Feedback from people, relatives, and staff is actively sought through questionnaires and day-to-day communication, with findings used to inform service development. There is a good system to record and monitor complaints, we found any negative feedback is logged as a complaint and taken seriously. It is logged and monitored which assists the management team in identifying any patterns or trends. The RI completes three monthly visits to people receiving a service and speaks to people and staff for their feedback. Their reports of these visits are person centred, as they are developed around the feedback which has been received.

People achieve their personal outcomes as there are enough suitably qualified staff to deliver quality care and support. Recruitment processes are robust, and there is evidence of ongoing professional development, supervision, and competency checks. Care staff are required to register with Social Care Wales, the workforce regulator. They report high levels of satisfaction and feel well supported within their roles. Positive feedback highlights effective communication, opportunities for training and development, and a supportive management approach. Care staff told us there is "*two-way communication between staff and managers*" and "*They put workers first, give room to grow in terms of education, lots of training. It is an excellent company to work for*." Initiatives such as workshops and recognition schemes contribute to staff morale and engagement.

People receive care from staff who have systems in place for the scheduling of visits to ensure realistic travel times are considered, including factors like traffic and parking. The provider has worked with service commissioners to improve the geographical location of visits, ensuring these are closer together and reduce travelling times for care staff. Care staff told us they do not feel rushed and can stay longer to assist people when this is needed.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
We found a risk to people's wellbeing and safety due to a lack of consistent assessment and training to meet people's moving and handling needs.	20/05/26

CIW has not issued any Priority action notices following this inspection.

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