Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Amber Quays Domiciliary Care Services Ltd

53, Church Street, Flint, CH6 5AD

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www.amberquays.co.uk

Date(s) of inspection visit(s): 07/08/2025, 12/08/2025, 12/08/2025

Service Information:

Operated by:	Amber Quays Domiciliary Care Services Ltd.
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service 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	Good
Leadership & Management	Good

Summary:

Amber Quays is a family run service providing domiciliary care in Flint and within a 15-mile radius of the town. They provide personal and practical care to adults who wish to live independently in their own home. People feel valued by the service and their voices are listened to. They have good wellbeing outcomes because care staff deliver consistent care in a person-centred way. They receive a good standard of care and support because staff are well trained and qualified to support them and have detailed personal plans to follow. There was an area for improvement for personal plans on our last inspection, which has now been met.

The responsible individual (RI) is heavily involved in the service delivering some face-to-face support and initial assessments. People know both the RI and acting manager and feel confident to approach them if needed, knowing any concerns will be taken seriously. Care staff enjoy working to the service and are valued by the leadership team.

Findings:

Well-being — Good

People are treated with dignity and respect and their voices are listened to. People and relatives gave us consistently positive feedback about the service they receive. They told us their calls are on time, and someone lets them know if care staff are running late. They have photographs of the entire staff team and a pen picture of them. This helps people feel comfortable with friendly care staff and they enjoy chatting with them during visits. People's personal preferences, such as for male or female staff are taken into consideration. Care staff know people well, they are aware of their preferences and daily routines and deliver person-centred care in line with these. One person told us "*We have a good crew and are very happy with it*.". The service was described to us as "*Absolutely excellent*", one person told us "*I don't know what I would do without them*". Relatives told us the service maintains good communication with them, keeping them up to date on any changes, and listening to their views. One relative told us "*I would be lost without them*".

People are safeguarded from abuse and neglect. Their home files contain information about how to raise concerns or complaints. The acting manager and RI continue to complete 'hands on' visits, and are both well known to people and relatives. People told us they are comfortable to raise any issues or concerns with them. They told us although they rarely need to call the office the phone is always answered promptly. The manager and RI take all concerns seriously, and every issue raised is logged and considered carefully, with a clear record of the actions taken.

People who speak Welsh experience enhanced wellbeing because their Welsh language and cultural needs are catered for. Some staff speak Welsh and where possible they are matched with people who speak the language. Welsh culture is celebrated and people and staff enjoyed viewing the Eisteddfod, discussing and celebrating the event together.

Care & Support — Good

People's personal plans are strengths based and outline how staff should support people to achieve their wellbeing outcomes. They state how to vary the care and support required when people are experiencing fluctuating ability on good and bad days. This assists care staff to ensure they are meeting people's needs whilst promoting their independence. They can follow detailed daily routines to ensure care and support is provided in line with people's preferences and desired outcomes. There was an area for improvement for personal plans at the last inspection, which has now been met. People's daily notes record care being delivered in line with personal plans. Thorough initial assessments are completed for new people to ensure the service can meet their needs before offering a service. There are risk assessments in place for any identified risks, and these are reviewed regularly alongside personal plans and updated in response to any changes.

People are referred for appropriate care and treatment at the right time. Personal plans are clear about how to support people with their health needs and how to identify any changes in their health conditions. We saw people are referred to healthcare professionals when needed, and their advice is clearly documented within people's personal plans. Care staff have access to clear instructions, including video tutorials for the use of any equipment to meet specialist health needs.

People are kept safe from harm and abuse, ensuring all legal requirements are met. There is a system to record any comments made to the service, whether positive or negative and all issues are recorded and followed up. If there is a safeguarding issue this is thoroughly investigated, and the RI works closely with other professionals to ensure it is resolved effectively. There is a robust system for recording medication administration. The service has introduced an online system for this, and this allows for thorough monitoring of medication to be completed.

Leadership & Management — Good

People achieve their personal outcomes because the service provider ensures there are enough suitably qualified and trained staff to deliver quality care and support. All new staff undergo recruitment checks; we saw evidence of reference and disclosure and barring service (DBS) checks. New staff also complete an induction and are required to register with Social Care Wales (the workforce regulator). Care staff receive training regularly to ensure they have the core and specialist skills, and knowledge required to meet people's care needs. The RI and acting manager arrange regular 'toolbox talks' on various topics to develop and enhance care staff's knowledge. Care staff reported these practical sessions are helpful to embed their learning. The acting manager has recently surveyed all care staff to ask whether there are any areas they require more training and support. This information will inform one to one support given to staff and their training programme. All staff receive regular supervision and receive competency spot checks. Care staff feel valued by the leadership team, with awards for the carer of the month, and activities such as social coffee mornings arranged for them.

The service provider has effective quality and monitoring systems including audits of care and support provided. Medication audits have been developed and extended over the past few months with the introduction of digital medication administration records. These provide analysis of any errors and a record of the immediate action taken to resolve these. They also include recommendations to reduce the risk of future errors, which is working effectively. The RI reviews care plans when making visits to people, to ensure these are accurate and up to date. They ensure during these visits they speak to people and staff for their views and provide a report of these visits.

People feel confident their concerns or complaints will be taken seriously, thoroughly investigated and responded to promptly. We saw thorough records of concerns and complaints, with clear detail of the action taken and consideration of any learning from these. The RI produces a six-monthly quality of care report which considers what is working well for the service and any areas which can be improved. This includes consideration of the feedback given by external professionals, when they have reviewed the service.

People receive care from staff who have systems in place for scheduling domiciliary care visits considering realistic travel times. Care staff told us they have time to travel between visits and people report care staff have time to complete their calls and provide all the care they require.

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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