



## Saannie Medical Services Limited



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[www.saanniemedicalservices.com](http://www.saanniemedicalservices.com)

The inspection visit took place on 01/10/2025

### Service Information:

Operated by:	SAANNIE MEDICAL SERVICES LIMITED
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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

**Excellent**

## Summary:

Saannie medical services limited provides a domiciliary support service to people in their own homes. The office is located in the city of Wrexham close to local amenities.

People's wellbeing outcomes are good because people and their relatives are happy with the service they receive from staff who know them well. Care and support are also good, personal plans are personalised, people's preferences are acknowledged and respected, and their voices are listened to and action taken in response to their feedback. People benefit from having positive and trusting relationships with familiar staff who they are fond of.

Leadership and management of the service is exemplary. Staff consistently feel very well supported and have ample opportunities and actively encouraged to develop further in their careers. Their wellbeing is prioritised with programmes and assistance available to support them in their work and personal life. The responsible individual (RI) has excellent oversight working with the manager to continually improve service delivery. A positive culture is highly promoted with staff feeling extremely valued in their workplace.

## Findings:



### Well-being

Good

People have control over their lives. They are encouraged to make their own choices and maintain their independence. Personal plans include information about their preferred names and pronouns as well as their likes and dislikes. Plans also include details about people's life histories, important people in their lives, significant places as well as their sexuality, culture and religion. Any communication and sensory needs are clearly recorded for all staff to be aware of. Staff feel their voices are also heard and responded to. They told us *"Our inputs about service users and the vulnerable individuals that we support are also considered"*. Currently no one receiving a service is Welsh speaking however more consideration could be given to promoting the Welsh language and culture and we discussed this with the RI and manager.

Peoples physical, mental health and emotional wellbeing needs are met by staff who they know well. Personal plans include information about people's medical histories, any equipment used and professional involvement. Professionals told us *"I have contacted them for updates and always had a timely response with care logs so that I can see what they have done etc for the individual"*. They also said, *"Contact with myself or others within our department regarding any issues is prompt by phone or email to resolve as soon as possible"*. Medication administration record charts are completed electronically which alert staff if a medication has not been taken and records are audited to identify and address any issues. People and relatives are complimentary about staff and the positive relationships they have with them. They refer to *"The kind, caring nature of the carers"*, *"Reliability and patience of the staff"* and *"Carer continuity, good communication and understanding"*. They also commented *"Quite impressed with the service"* and *"I am pleased with the support my relative receives from the service"*. Staff comments on what works well include: *"Everything, clients are happy as well as me as a carer"* and *"I highly recommend this service to my relatives and anyone seeking reliable and compassionate care"*.

People are safe and protected from harm. People and relatives told us they know how to raise concerns, and these are acted upon. They said, *"Any problem that I have had has been resolved quickly and efficiently"*. Staff told us *"Service users are listened to and are spoken to, so concerns are resolved"*.



## Care & Support

Good

People and their relatives consider the care and support offered to be mostly excellent or good. People have accurate and up to date personal plans containing detailed information about their support needs which are reviewed with those involved in their care and amended to reflect changes. Staff told us *“Management support us to deliver quality and person-centred care”*. Personal plans would benefit from being more outcome focused as well as the daily notes accurately reflecting the person-centred care and support being delivered by staff. The manager is already addressing this and has implemented ways in which to capture information.

Relatives told us *“All the carers are friendly and professional. My dad was worried about having to have carers, but care that he has received has exceeded our expectations”, “Staff show up to call on time always having a caring nature” and “always on time for calls always keeping the same carers”* which lowers their relatives’ anxiety. They commented on *“Carers always clean and tidy when showing up to calls and willing to go the extra mile always professional and can see they are well trained”, “The carers who come to me can almost always be relied on to be professional, caring and knowledgeable” and “The carers are very friendly and go about their job efficiently and professionally”*.

Staff consistently told us the care and support is *“Excellent”*. Staff said *“The services provided are excellent. Saannie consistently meets the needs of their clients and always strives to deliver the highest standard of care tailored to individual requirements” and “In my opinion, they are the best agency I have come across. Their support, professionalism, and dedication set them apart”*. We heard about examples of where staff had sat and waited with people for the ambulance to arrive sometimes in to the early hours of the morning above and beyond what is expected. Staff said *“I am genuinely happy with my experience at Saannie. It is one of the best agencies have had the pleasure of working with”*.

People are protected from harm and abuse. Staff are trained and know how to raise concerns and safeguarding’s with policies in place for them to follow. Staff told us *“The service is running smoothly; we are putting extra measurements to protect our clients and staff” and “The HR team is always available to address any concerns, and they offer not just professional support but also mental and emotional encouragement”*.

Peoples risk of infection is managed safely. There is an infection control policy in place and staff have access to personal protective equipment.



A committed and stable staff team are robustly recruited. Rigorous recruitment checks are carried out by the internal recruitment team and staff are registered with Social Care Wales, the workforce regulator. Staff commented *“Fantastic HR support and office management”*.

Staff are extremely well supported and refer to the management team as *“Very supportive”*. Supervisions take place and team meetings welcome staff, offer appreciation of their ongoing contributions and remind them of the importance of maintaining their own good health and wellbeing. Monthly staff newsletters include topics on mental health awareness, offering practical tips. Staff are actively encouraged to develop and progress in their careers and consider their learning and development to be *“Excellent”*. Training is up to date with in-house training and external courses. Staff commented *“Their training sessions are thorough, practical, and tailored to help staff excel in their roles”*. Staff progress in their careers, and the RI provides additional support for those wanting to obtain nursing qualifications. Staff said *“I highly recommend Saannie Medical Services for anyone looking to further their career. Their training programs are both productive and extremely beneficial”*. They said *“Am extremely grateful for the exceptional support provided by Saannie Medical Services. They have been instrumental in my professional growth, offering valuable career development programs tailored to individual advancement”*.

Call times and rotas are well thought out with consideration given to travel time and other factors. Relatives said, *“The office staff are approachable and if needed, call to change times for any reason”*. Monthly call monitoring reports are sent to staff to further improve on their individual performance.

Governance and oversight of the service is extremely robust and drives continuous improvements. The RI is very involved and works with the manager to ensure people receive a good service. Comprehensive audits identify and address any issues. The RI combines their three-monthly visits with the quality-of-care review completed more frequently than required with examples of lessons learnt provided. The service has been nominated for awards in recognition of their contribution to the care sector.

The RI and manager ensure a very strong, supportive, inclusive and respectful culture. Staff said, *“Director of the company is always available and happy to speak to the staff”* and *“Management is going above and beyond to create a friendly work environment”*. Achievements of staff are recognised and celebrated with employee of the month. A welfare and wellbeing programme and other initiatives ensure staff continue to feel supported, valued and able to express themselves regarding work and personal life. Staff said *“The service nurtures staff wellbeing by promoting a culture where team members feel valued, respected, and able to bring their “whole self” to work. Initiatives such as check-ins/check-outs, recognition schemes, and safe spaces for reflection improve morale, motivation, and overall performance”*.

## 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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