Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Home Care Wales

Creigiau Eryri, Llangefni, LL77 7TG

07719046999

www.homecarewales.com

Date of inspection visit: The inspection visit took place on 18/09/2025

Service Information:

Operated by:	HOME CARE WALES (ANGLESEY) LIMITED
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and 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:

Home Care Wales provides care and support to people in their own homes. This was the service's first inspection since its registration with Care Inspectorate Wales (CIW).

This service has been awarded the rating of Good for Well-being, Care and Support, and Leadership and Management. This is because we saw people consistently receive a good quality service, which supports them to achieve their outcomes. People are treated with dignity and respect; they highly praise the standard of care they receive, and their relatives are also very happy with the service provided.

People can be confident their voices are heard, and their views are recorded within their care documents. Personal plans record people's care and support needs, but they require improvement to ensure they always contain detailed information regarding the level of support each person requires. Care workers are recruited safely and receive relevant training. They are happy working at the service, are well supported and feel valued in their roles. The responsible individual (RI) has arrangements in place to consistently monitor the quality of the service provided. They regularly speak with people who use the service to gather their feedback. They respond pro-actively to the feedback they receive to continually improve and further develop the service.

Findings:

Well-being — Good

People have choices and are supported to remain as independent as possible. Efforts are made to involve people in decisions regarding their care; they are provided with choices in relation to the outcomes they want to achieve, the times of their calls and how they want to be supported. This enables people to feel they continue to have control over their lives. People told us they receive the correct care and support to live healthily and to maintain their independence. Each person's health conditions are recorded in their personal plans. Records show care workers support people in a variety of different ways to maintain their health. People, and their relatives, told us the high-quality care and support they receive enables them to remain living in their own home safely, for as long as possible.

People have positive relationships with the care workers who support them, and they praise the care they receive highly. They told us the care workers are *"Really helpful", "Lovely", "Respectful"* and *"absolutely amazing".* A relative told us the support provided by the care workers *"Yn rhoi enw da i ofal (Give care a good name)".* Relatives also shared with us their family members had been apprehensive about accepting care and support, but they had immediately felt at ease with the care workers, because of their *"friendly"* and *"polite"* approach. They told us their family member feels *"lucky"* to have the care workers they have, they *"adore them" ("wrth ei bodd")* and cannot praise them highly enough. Care workers listen to how people want to be supported, and people feel valued as individuals. Relatives emphasised how receiving high quality care and support had made a *"big difference"* to their and their family member's well-being. Commissioners told us they have received only positive feedback from people who receive a service from Home Care Wales. They told us they had been informed the care workers are *"Wonderful, go above and beyond and are very supportive".*

Good safeguarding arrangements are in place to protect people from harm. A safeguarding policy is in place and care workers receive appropriate training. Those we spoke with demonstrated a clear awareness of their roles and responsibilities in relation to keeping people safe. The service provider completes the required pre-employment checks to ensure care workers are of a suitable character to work with people with care needs.

Care & Support — Good

People are involved in creating their personal plans and their preferences regarding how they want to be supported are recorded. Prior to providing people with a service, the manager gathers information regarding each person's specific care needs from the professionals who are working with the person. This ensures the manager makes an informed decision if the service can fully meet the person's needs. Following this the manager speaks with people, and their relatives, to gather further information about how each person wants to be supported. This information is recorded in a personal plan document which guides the care workers in how to best support each individual person. Care workers confirmed they always have access to people's personal plans. The information contained within some personal plans is basic and requires improvement to ensure they include a more detailed record of the support required. This is to ensure care workers always have access to clear and comprehensive written information and guidance regarding how to meet people's care and support needs. Risk assessments are inconsistently used to record the known risks to people's safety, and the measures in place to mitigate those risks. Risk assessments should always be in place for all risks identified to people's health and safety, to ensure the correct actions are taken to manage those risks. We expect the service provider to make these improvements.

There are good infection control measures in place. Care workers are provided with comprehensive personal protection equipment (PPE) which protects their health, and those who they are supporting.

People are supported with taking their medication. Care workers have medication training, and a medication policy is in place. Records show people receive their medication as prescribed, which helps people to stay well. The manager regularly checks medication charts as part of their oversight of the service provided.

People can receive their care and support in Welsh, if this is their preference. The service provider recognises the Welsh language as an important part of people's identity and is respectful of the Welsh culture in the area where it provides a service. People told us they appreciated having care workers who can speak in Welsh because it is easier for them to express their needs in their first language.

Leadership & Management — Good

Good systems are in place to check new employees are of a suitable character to work with people who use the service. The required pre-employment checks are completed before care workers are employed, including obtaining references and a Disclosure and Barring Service (DBS) check. The care workers we spoke with told us they feel very supported by the manager, and they describe the RI as being approachable. They also told us the service is *"Well run",* they work well as a team, and they feel valued as employees. One care worker told us this is *"the best care agency I've worked for"* because *"the culture of the service is to provide people with good quality care".* Care workers complete suitable training relevant to their roles, and they receive one-to-one supervision with the manager every three months.

Effective managerial and leadership arrangements are in place to support the smooth running of the service. Rotas show sufficient time is allocated to people's calls and realistic travelling time is allocated for care workers to travel between their calls. The care workers we spoke with confirmed they have sufficient time allocated to provide people's care, without rushing, and to travel from one call to the next. People also confirmed their care is not rushed in any way and their care worker always arrives on time. Commissioners told us they have positive experiences when arranging care packages with the service provider. Care workers told us they always have access to a manager if they need advice or guidance, and the manager is approachable. The manager has regular contact with people, and the RI has systems in place to monitor the quality of the service provided on a regular basis. This includes gathering feedback from people and completing audits of care documents.

People, and their relatives, told us they feel able to raise any issues, if required, with the manager and they would be listened to. A complaint policy is available, and people are provided with a copy when they first start to receive a service. No complaints have been received over the past 12 months.

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
The lack of detailed information within people's personal plans create a risk that care workers may not provide the correct level of care and support to each individual. This could lead to people's needs not being fully met or they may not be fully protected from risks to their health and safety.	18/09/25

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

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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