Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Alcedo Green Ltd

Alcedo Care, Unit 90 Building 3, Bowen Court St. Asaph Business Park, St. Asaph, LL17 0JE

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The inspection visits for this service took place between 04/12/2025 and 11/12/2025

Service Information:

Operated by:	Alcedo Green limited
Care Type:	Domiciliary Support Service
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	Good
Leadership & Management	Good

Summary:

Alcedo Care provides a domiciliary support service to people living in North Wales. The head office is situated in St Asaph.

People experience good well-being outcomes because they receive care and support which meets their individual identified needs and considers their personal needs and wishes. People are supported to live well, receiving the care and support they need to meet their goals and outcomes and promote, wherever possible their independence.

The care and support people receive is good. This is because people are supported by care staff who are professionally qualified and are guided by detailed support plans. Personal plans are an accurate reflection of the individual and are clear about how people want to be supported. People are positive about the care staff who support them. Improvements have been made since the last inspection in regards medication processes.

The Leadership and management of the service is good. Extensive leadership arrangements ensure the effective daily running of operations. The provider is dedicated to delivering a high-quality service and has processes in place to monitor this, identifying areas to improve and taking action to develop the service. They ensure the required staff recruitment, training, and support is

undertaken, and enable good-quality support is provided. Improvements have been made since the last inspection in regards the Responsible Individuals (RI) three monthly visits and report.

Findings:

Well-being — Good

People have control over their day-to-day lives and decide how and when their care and support will be delivered. People are supported to achieve their personal outcomes and goals by support staff who are dedicated and treat people with dignity and respect. People's independence is actively encouraged. Support staff and managers take time to get to know the people they support and what is important to them, and receive detailed pre-admission assessments from health care professionals prior to people moving in and receiving support. These pre-admission assessments are also used to guide staff training requirements prior to people receiving support. The provider ensures people have a strong voice about the service through feedback surveys, quality monitoring reviews and in one-to-one reviews of their overall care and support. We saw positive practice where management review feedback and audits undertaken of the service and take action to address issues raised. People have access to information about the service which is clear and concise and includes what to do and who to speak with if they have a concern.

People speak positively about the service they or their relatives receive. One person told us support staff *"Are kind, respectful and friendly"* with their relative and *are "Well trained and professional."* We were also told a relative of someone receiving support can attend appropriate activities with their relative and support staff when possible. Another relative commented *"The lead carer of the team has demonstrated high levels of commitment to my relatives care and the current manager has provided a high level of oversight and is knowledgeable of their needs and any changes."* In addition to seeking feedback from people, senior managers complete spot checks with care staff, observing practice and give feedback about what is going well and helping staff to identify where they would like to develop. People also told us they can contact the office if they ever need anything and communication is good.

People are protected from abuse and neglect. All staff complete safeguarding training and there are policies in place to support this knowledge. Care staff are safely and robustly recruited, well trained and appropriately supported. There are processes in place for reporting incidents, accidents and safeguarding concerns which are monitored by the manager and senior managers to ensure all actions are followed up. Comprehensive personal plans and risk assessments are in place to help reduce risks and keep people safe.

Care & Support — Good

People and / or their relatives are fully involved in directing their care and support or the care and support of their loved ones; from sharing essential information within initial assessments, to participating in reviews, being able to make decisions and choices on their support regularly. A relative told us *"I am included in developing my relatives care plan and risk assessment."* The provider ensures information from other professional assessments is considered when creating personal plans, and any specific guidance or treatment is documented, including within risk assessments. Relatives, support staff, and professionals confirm the provider works closely with professionals to ensure care and support is an accurate reflection of the needs of the individual. Personal plans are of a high quality, are very detailed, instructive, and give clear direction to support staff about what they need to do to support the person. We reviewed daily records and found them to reflect the care outlined in personal plans. Managers of the service also review these records on a regular basis to ensure they are completed correctly, and they align to the needs of the individual.

People are protected from abuse and harm. People are supported to be safe and have risk assessments in place where needed. The provider understands the legal requirements of supporting Adults at risk and make referrals to the local authority safeguarding team when required. Managers monitor safeguarding referrals.

People experience good care and support which ensures they meet their well-being outcomes. Care is outcome and goals focused and delivered in a way which promotes the development of routine and structures in line with people's preferences. Personal plans are goals and outcomes based, give a clear picture of the person, and are reviewed regularly. Support staff follow these to ensure good quality person-centred care and support is delivered. People's outcomes are clear, and they are supported by care staff to ensure their outcomes and goals are met. A relative told us *"…The care and support is of a very high standard, and I am grateful for all that the staff do in their challenging role of caring for my relative."*

Comprehensive processes around medication are in place. We viewed records of people's medication which were up to date, accurate and show when medication changes. Records show medication being administered as prescribed. Managers checks and processes around medication, medication changes and administration are excellent. We also saw policies and procedures are in place in regards medication administration, medication is safely managed and stored securely.

Leadership & Management — Good

People benefit from a service which is well organised and is committed to providing people with high quality care and support. There are outstanding and effective systems in place to monitor quality. This is conducted through audits of different areas of the service, visits by the responsible individual (RI), managers and gaining feedback from people and their representatives and relevant stakeholders. Managers have a comprehensive suite of audits which are completed on a regular basis. Enhanced quality monitoring is conducted by all members of the management team and findings are shared within the quality-of-care report, RI's quarterly report and other detailed internal documents produced by the provider. The quality-of-care report is tremendously detailed, summarises all the information gathered and shows performance of the service in the past and improvements to the service for the future. The provider identifies ways they feel the service could be developed. The RI is very involved in the operation of the service, supporting with staff development, seeking feedback from people, and monitoring the overall provision of the service. The RI creates a detailed report following visits to evidence what areas they have looked at, conversations with stakeholders and what actions are needed. Policies and procedures have been reviewed and updated where needed, providing further support to staff, in areas such as medication and safeguarding.

People are supported by a team of care staff who have been safely recruited, well trained and professionally registered. We found all the required pre-employment checks to be in place before someone begins working for the provider. This includes disclosure and barring service (DBS) checks and obtaining appropriate references. Support staff receive an in-depth induction and complete a comprehensive training programme which includes specialist as well as mandatory training. This means they are equipped with the knowledge to be able to support people confidently and safely. All staff are supported to register with Social Care Wales, the workforce regulator. Support staff receive regular one to one supervision and appraisals with their line manager. Staff told us they are well supported. Support staff are employed in appropriate numbers; this was confirmed by records we saw, and what stakeholders told us. Innovative processes have been implemented to allow staff to register concerns anonymously and a number of incentives for staff are in place. We were told the office is run well and managers are very approachable, friendly, and supportive.

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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