Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Home Instead Monmouth, Abergavenny & Pontypool

Apex House, Wonastow Road Industrial Estate (east), Monmouth, NP25 5JB

01873 772772

The inspection visit took place on 20/01/2026

Service Information:

Operated by:	LKP Care Ltd
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:

Home Instead is a domiciliary support service operating in Monmouthshire. The service provides supportive care and companionship that enables and encourages people to maintain their well-being and remain independent in their own homes for as long as possible.

People using the service experience good wellbeing outcomes. Many value the consistency of care workers and say this helps them feel comfortable and understood. Family members told us communication is strong and accessible digital systems allow them to see real-time updates about visits. People feel respected, listened to, and well supported in their daily routines.

Care and support provided by Home Instead is rated as good and delivered in a way that helps people remain safely at home. Care workers understand people's preferences and predominantly support them with companionship, household tasks and emotional well-being. Care plans are personalised and co-produced with people and their representatives.

Leadership and management at Home Instead is rated as good. The service is effective and promotes a positive culture. Care workers feel supported and have access to training, supervision, and regular communication. Leaders monitor the quality of care through reviews, audits, and feedback from people and families.

Findings:

Well-being — Good

People using the service feel valued and listened to. During our conversations, people told us care workers treat them with dignity and respect and understand their individual routines and preferences. One person described how they, *“Look forward to seeing the care workers*. ” Other people using the service said staff help reduce feelings of loneliness, by providing a friendly face and conversation. A representative commented that the service had been a significant source of emotional support during a recent difficult time.

People are supported to maintain their physical and mental health, and emotional well-being. Relatives told us the care arrangements were shaped around what their family member wanted and needed. The service promotes people’s independence and encourages them to remain in control of their daily lives. People are well supported to engage and participate in various activities that foster happiness and health for them. People experience positive interactions that improve their quality of life and help them achieve their well-being outcomes. This reflects the service’s aim of enabling people to live safely at home for as long as possible.

People’s well-being and safety is prioritised by identifying and managing potential risks. There are effective mechanisms in place to ensure every voice is heard and respected, and good support systems ensure any risks are promptly identified and addressed. People feel safe and comfortable with the care workers who visit them. Home Instead proactively seeks to match staff with people based on personality and interests, helping to build positive, trusting relationships. We also heard evidence of thoughtful, person-centred touches, such as care workers recognising birthdays and providing comfort following bereavement.

People’s cultural and language preferences are recognised. Leaders described occasions where they matched people with Welsh-speaking care workers when this was important to them. People told us their communication needs are met and that information is provided in ways they understand. The service provider makes an effort to promote the use of the Welsh language and cultural.

Overall, people experience positive well-being outcomes. People feel listened to, treated with respect and supported to live at home with choice and comfort. People and their relatives also spoke about the kindness of staff, describing care workers as patient, reassuring, and willing to go “*Above and beyond*,” which contributes positively to people’s confidence and emotional well-being.

Care & Support — Good

Care and support provided by Home Instead is person-centred and responsive. People told us care workers understand their needs, preferences and routines well. Care plans set out clear guidance and are reviewed with people and their representatives. People using the service have a minimum of one hour per visit, which allows care workers time to complete tasks without people feeling rushed and gives care workers time to sit and talk.

Care workers provide support with companionship, meal preparation, light housekeeping, and personal routines where required. People told us the support they receive helps them maintain independence, and care workers encourage them to do as much for themselves as possible. For those receiving companionship-led care, the service provides meaningful social contact, conversation and reassurance.

Where care workers support people with managing medication, records are completed accurately. However, risk assessments and body maps are not always updated in a timely manner, this is an area for improvement which requires action to be taken. Digital notes provide a clear record of tasks completed during visits and families told us this improves confidence in how care is delivered, *"I know who has been and what they have done; it is also great to know who is coming on the next visit."*

Reviews are usually carried out at least every three months or sooner if needs change. We saw evidence that the service updates care plans following changes in health or circumstances, and people confirmed they are involved in these discussions.

A stable staff team provides continuity and is a strength of the service. People mostly receive support from a small, consistent team and this helps care workers develop a thorough understanding of people's needs and preferences. People told us they appreciate seeing familiar workers and feel more comfortable as a result. Care workers also reported that knowing people well helps them identify any changes in wellbeing quickly.

Safeguarding is understood by care workers and they know the correct process for raising concerns. Risk assessments are in place and reviewed regularly and care plans reflect identified risks. People told us they feel safe with the care workers who visit.

Overall, care and support is delivered in a consistent, respectful, and person-centred way, promoting people's independence and wellbeing. People and their families also told us the service adapts well when needs or routines change, and care workers show patience, kindness, and flexibility, which helps people feel reassured and confident in the support they receive.

Leadership & Management — Good

Leadership and management at the service is effective and promotes a positive culture. Care workers told us they feel well supported by the management team and can seek guidance whenever they need it. They described the service as approachable and responsive, with strong communication across the team. The service uses digital platforms to share updates, policies, and schedules, which helps ensure staff remain informed.

Recruitment follows safe recruitment practices for new staff and leaders acknowledge ongoing workforce development needs. Staff files contain most of the required information; however, some pre-employment checks are not always complete. This in an area for improvement and we expect the provider to take action.

Care workers complete a mandatory induction and receive training in moving and handling, safeguarding, and other core subjects. Some staff expressed an interest in further training, to support them with more complex needs. Care workers told us they feel confident additional training would be provided, if needed to support the people they care for. Staff are encouraged to develop within their roles. The manager monitors staff qualifications and training. Training compliance is good, with most care workers having completed the majority of mandatory training required for their role.

Supervision is carried out regularly, and staff receive structured support throughout their first year and beyond. Care workers described a clear induction process that includes shadowing, competency checks, and regular contact from the office team.

The Responsible Individual has oversight of quality through regular audits, reviews and feedback mechanisms. The service gathers information from people, families and staff, and uses this to inform improvements. Quality of care reviews demonstrate reflection on what is working well and what requires further development. Leaders promote a culture of openness and continuous improvement. Staff told us they feel comfortable raising concerns and confident these would be acted on. The service uses digital tools to monitor care delivery and support planning and leaders continue to strengthen systems that help identify trends or changes in people's wellbeing.

Overall, the service is well led, with supportive management, regular oversight, and a clear commitment to high-quality care. Care workers also told us managers recognise their efforts, provide regular encouragement and remain visible and accessible. Effective management contributes to a positive atmosphere and supports staff confidence in their roles.

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
People may not always receive care and support that reflects their current needs because personal plans, risk assessments, and body maps are not consistently reviewed or updated within the required timescales. In two of the four care plans we sampled, key information had not been updated for more than three months, which means guidance for care workers may not always be accurate or up to date.	20/01/26
People may be at risk because the service provider does not always follow safe recruitment procedures to ensure staff are suitable to work at the service. This is because some staff files do not contain all required pre-employment checks. These gaps were identified at the previous inspection and remain outstanding.	23/04/24

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

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