Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Top Priority Healthcare

Princess House, Princess Way , Swansea , SA1 3LW

03333392878

The inspection visit took place on 17/06/2026

Service Information:

Operated by:	Top Priority Solutions Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Top Priority Healthcare is a domiciliary service delivering care to people within their own homes. It is a very small service and at the time of the inspection they only supported a few people. It offers a flexible range of support, including personal care and companionship, tailored to meet individual needs. The service operates on a small scale, enabling a personalised approach and building consistent relationships between staff and the people they support.

People supported by Top Priority Healthcare experience good well-being outcomes. They are enabled to maintain independence, make choices, and continue meaningful activities. Feedback highlights strong relationships and trust. People are involved in decisions about their care, and staff are described as caring and approachable.

Care and support is good. People receive support that meets their needs, with staff delivering reliable and responsive care. Safeguarding systems are in place, and people report feeling safe and confident of the service. Training supports staff to deliver care effectively.

Leadership and management is good. The service demonstrates a positive and supportive culture, with staff reporting they feel well supported and able to access guidance when needed. Management is described as accessible and responsive, contributing to good communication and continuity of care. Systems are in place to support governance in the service. However, further strengthening of this will ensure oversight, including supervision, appraisal, and auditing, continues to develop and sustain positive outcomes for people.

Findings:

Well-being — Good

People live healthily and safely with control over their lives. Evidence highlights individuals are supported to maintain independence, choice, and meaningful lifestyles. Feedback from people and their relatives consistently highlights the care enables them to continue activities such as shopping, community access, and social outings. Demonstrating a strong focus on well-being outcomes and quality of life. Care plans reviewed are generally well structured, outlining needs, goals, and interventions clearly, supporting staff to deliver consistent care. Risk assessments in place demonstrate an understanding of managing risk while promoting independence, although some variability in quality was noted. While care records indicate monitoring of areas such as nutrition and skin integrity, more detail would benefit these further to provide a more thorough overview of the person and how they are.

People are safe and protected from abuse and neglect. This is supported by established safeguarding systems and a workforce that demonstrates a strong awareness of safety practices. Policies reviewed demonstrate compliance with Welsh legislation and promote a proactive approach through clear reporting routes, partnership working, and defined accountability. Training records show good uptake in key areas including safeguarding, medication, and health and safety, which supports people's overall wellbeing and security. There were no safeguarding concerns or complaints identified, and people told us they feel safe and able to raise any issues. Some risk assessments, however, require further development. For examples, manual handling plans were too generic and did not fully reflect individual needs or specific equipment used. Despite this, the service maintains a positive culture of safety, and the manager/RI is taking steps to strengthen systems as the service develops.

People are supported to cultivate safe and healthy relationships through positive interactions with staff and strong communication with families. Feedback evidence high levels of trust, with relatives describing the service as "*excellent*" and praising the rapport developed between staff and people they support. Staff are described as caring, professional, and approachable, contributing to people feeling valued and listened to. People are involved in care planning and decision-making, demonstrating a strong commitment to voice and control. However, some feedback identified inconsistencies in the quality of engagement, with occasional examples of task-focused care where opportunities for meaningful interaction were missed. This indicates a need to further embed a culture that consistently prioritises relational, person-centred care beyond task completion. Strengthening co-production and ensuring all staff deliver high-quality engagement will enhance people's social and emotional well-being outcomes.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes, with evidence of a responsive service that adapts to individual needs and promotes positive outcomes. Feedback from relatives reflects high levels of satisfaction, with one describing the support as "*life-changing… I have never had any worries*," and others highlighting that staff are "*professional, approachable, and responsive*." Care plans provide a clear structure for staff to follow, supporting consistency in care delivery The plans would benefit from additional information to capture what matters to people and some history about who they are. Further improvements are required to ensure records consistently reflect personalised care, as some daily recordings are repetitive and lack detail. Strengthening recording practices and expanding care planning to better reflect personal histories and preferences would enhance assurance of truly individualised support.

People are protected from harm and abuse, as the service has clear safeguarding procedures and staff demonstrate a good understanding of their responsibilities. Guidance is underpinned by policies aligned with Welsh legislation, helping to ensure staff respond appropriately and consistently to any concerns. People receiving the service expressed confidence in the support they receive. People described it as reliable and reassuring, with consistency in staffing contributing to a sense of trust. While mandatory training is mostly completed, some gaps and inconsistencies remain, and there is limited evidence of regular supervision to reinforce learning and oversight. Addressing these shortfalls will enhance the quality and consistency of care delivery, ensuring safeguarding practice is embedded and effectively maintained across the service.

People's medication is safely managed, with systems in place to guide staff and support safe practice. Care plans include information relating to medication support, and staff training provides a foundation for competent administration. However, there is a need to strengthen medication management processes, particularly in relation to record keeping and auditing. Limited use of formal tools such as MAR charts and insufficient detail in daily notes reduces assurance that medication is always managed in line with best practice. Improving documentation and introducing more robust monitoring systems will enhance safety and provide clearer evidence of consistent practice. At the time of this inspection medication support was very minimal and the manager/ RI has assured us that going forward this will be strengthened.

People's risk of infection is minimised, supported by policies and training that promote good hygiene and safe working practices. Infection control forms part of mandatory learning, contributing to staff awareness within people's homes. Care staff fare provided with Personal protective equipment and know how to use these effectively.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operation. Staff described the service as “excellent,” highlighting that “communication is generally clear and timely” and that management are “always available anytime you reach out.” Relatives also expressed confidence, noting strong communication and reassurance through consistent support. Systems such as policies, training matrices, and quality monitoring processes are in place and demonstrate an understanding of regulatory requirements. However, governance arrangements are not yet fully embedded, and improvements are required to ensure more robust and consistent oversight. Quality assurance systems, audits, and Regulation 80 reporting need to be more formalised, regular, and outcome-focused. Strengthening these arrangements will enhance transparency, provide clearer accountability, and ensure that the service can evidence continuous improvement as it develops.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people’s care and support needs, with staff reporting high levels of support, flexibility, and opportunity for development. Feedback highlights a strong workforce culture, with comments such as “*full support is being given to staff*” and training that is “*encouraged to improve*,” contributing to confidence and competence in their roles. Personnel files viewed included all the required documentation in place for safe recruitment including background, identification and enhanced disclosure and barring service (DBS) checks. Training records indicate good coverage across key areas including safeguarding, medication, and manual handling, supporting safe practice. We noted that there is limited evidence of regular supervision taking place, and the absence of annual appraisals. Addressing these issues will ensure that all staff meet the same standards and are effectively supported to maintain and develop their skills. The manager/ RI is committed to getting these in place promptly and has been limited due to the limited demand on the service.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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