Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Greater Heights Healthcare Ltd

125 Lower Dock Street, Newport, NP20 1EG

07888008132

http://greaterheightshealthcare.co.uk

Date(s) of inspection visit(s):

The inspection visits for this service took place between 15/07/2025 and 22/07/2025

Service Information:

Operated by:	Greater Heights Healthcare Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	This service is not making a significant effort to promote the use of Welsh language and culture.

Ratings:

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

Summary:

Greater Heights Healthcare Ltd provides domiciliary support services in the Gwent area, which includes Newport. According to its Statement of Purpose (SoP), it can support people from the age of 18 with a range of care and support needs.

People using the service are happy with the support they receive and, overall, experience good well-being outcomes. Most relatives are satisfied with the service, with some stating they could not manage without it. People receive good care and support tailored to their individual needs, likes, and dislikes. Care is delivered by regular care workers who are known to people and their families.

The leadership and management of the service are good. The service is overseen by the responsible individual (RI), who also undertakes the role of manager. They are involved in the day-to-day running of the service and know all staff and the people the agency supports. This gives them an in-depth knowledge of the service and the people, which enables them to identify problems promptly and act when necessary.

Findings:

Well-being — Good

People are supported to maintain their physical and mental health, and emotional well-being. People who use the service and/or their relatives told us they have positive experiences, which helps them improve their quality of life and achieve their well-being outcomes. Before the service starts, the service provider carries out a comprehensive initial assessment of people's needs. The information gives a sense of who the person is and what matters to them. We saw this information is then transferred into people's service delivery plans. People receive varying levels of support depending on their wants and needs. Their feedback includes: "*They are fantastic, brilliant, I could not manage without them,*" "*All lovely, respectful*," "*Absolutely excellent*" and "*Very good*." People spoke to us about what mattered to them and what they appreciate about the service. This includes care workers' attitude and knowing them. They told us: *"Having more or less the same carers," "Same team,"* and *"I know most of the carers well."*

It also includes being able to contact somebody to raise issues and get these sorted. People said: *"I can always get hold of the manager," "If anything occurs, a phone call and it is sorted straight away"* and *"If I want to ask anything, I have a telephone number."* We also saw people maintain some control over their lives. One person told us*: "I explain to the carers how I want it done"* and "*They never hurry me; they are always prepared to talk to me. I enjoy that*."

People are asked for their views about the service on a regular basis, their feedback is included in the provider's quality-of-care reports. One person told us the manager *"pops in once a month"* and they feel *"able to bring anything up."*

Measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have clear policies and procedures to guide them. When necessary, risk assessments are in place, and specialist equipment is used so that care workers can support people as safely as possible. Staff are vetted prior to commencing work for the agency and receive a comprehensive induction.

Care & Support — Good

People receive good care and support to enable them to achieve their personal outcomes. We saw care is designed with them and their relatives, considering their wishes, aspirations, risks, and specialist needs. There is good documentation in place for each person. The manager gathers information from people, their relatives, and relevant health professionals and uses it to complete documentation for each person. We saw people's records include information about their life history, medical history, abilities, preferences, wishes, and an overview of their support needs. They also include detailed guidance for care workers to follow.

The service provider uses an electronic system to plan and monitor calls. We saw the system gives the service provider live information about calls under way, including what time calls start and end. It also gives alerts if carers are running late. The system gives carers live information about where to go, who they are due to support, contact numbers, and the tasks to be completed. The service provider and office-based staff report the system works well. People who use the service and their relatives told us: *"They come on time"* and *"Sometimes variation in time but pretty good routine."* Most people did not report any issue with call times. One person reported punctuality is an important issue to their relatives and that when the morning scheduled visit time became variable, and on one occasion a care worker arrived significantly late, they spoke to the agency, who assured them issues would be addressed. Discussion with the service provider, minutes of meetings, and a quality assurance report show punctuality is constantly monitored and actions taken to ensure it is as good as possible.

Measures are in place to protect people from harm and abuse. Discussions with staff show they know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. We saw when concerns arise, these are reported to the relevant agencies in a timely manner and addressed. Care staff are trained in safeguarding and have policies and procedures to guide them. There are individual risk management plans in place, and these are kept up to date to keep people as safe and as independent as possible. Medication is managed safely, with good processes and audits in place.

Infection risks are considered and minimised. We saw a stock of personal protective equipment is kept in the office and saw care workers collecting some of that equipment. We also noted standards of cleanliness expected, infection control measures, and use of Personal Protective Equipment are discussed during team meetings.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has organisational arrangements, governance, and oversight to ensure people receive the care and support they need. The service is overseen by the RI, who also undertakes the role of manager. They are registered with Social Care Wales and are involved in the day-to-day running of the service. As such, they know all staff and the people the agency supports. They are assisted by senior staff and office-based staff, who also demonstrate a good knowledge of people who use the service, their relatives, and the team of care workers. This enables them to identify problems promptly, act when necessary, and maintain a good and reliable service.

The service provider has introduced systems to monitor the quality of care and support delivered by the agency. These include spot checks and audits of the records completed by care workers after each call. We noted the service provider continues to develop these systems so that they can be as effective as possible. We saw the RI completes the required reports to evidence their quality-of-care monitoring activities and actions to further improve the service.

People are supported by staff who have the necessary skills and qualifications to meet their care and support needs. There are good arrangements in place to recruit, train, and support staff. Recruitment records show the necessary checks are carried out before a person can start working. Supervision and training records evidence processes are in place for supporting and developing staff. Staff told us they feel supported by colleagues and by the manager, and they complete regular training. They also told us they are registered with the workforce regulator and are supported to achieve recognised care qualifications.

People are supported by staff who have sufficient time to provide care, with a choice of contractual arrangements. Staff employed by the agency are on permanent contracts. We saw the scheduling system used allows for travel times, reflects people's contracted packages of care, and alerts the provider when care workers are running late. This enables them to inform the people who are waiting for care workers to arrive. Feedback from staff indicates that, in general, they have enough time to travel between calls.

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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