Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Sunrise Enablement

The Malthouse, Regent Street, Llangollen, LL20 8HS

03335770744

The inspection visits for this service took place between 27/10/2026 and 06/11/2026

Service Information:

Operated by:	Sunrise Enablement
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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:

Sunrise Enablement is a domiciliary care agency providing support to people in their own home, supporting them to live as independently as possible. They currently support people living in Wrexham, Denbighshire and Flintshire.

People receive person-centred care and support that promotes their independence, well-being and safety. People are involved in decisions about their daily lives and supported in a manner that reflects their wishes and abilities. Care staff form positive relationships with people and ensure they achieve good well-being outcomes.

People benefit from comprehensive assessments, regular reviews and effective risk management arrangements. Care plans provide clear guidance for care staff and demonstrate involvement from health and social care professionals where required. Relatives and professionals' express confidence in care staff's ability to recognise deteriorating health, respond appropriately and seek additional support when necessary. The care and support provided by care staff is good.

Leadership and management arrangements have improved since the previous inspection. Governance systems, including responsible individual (RI) visits, audits and quality monitoring activities, are now established and stakeholders describe management as approachable and responsive. Care staff receive training, supervision and support to undertake their roles.

Findings:

Well-being — Good

People are supported to have control over their lives and make decisions about their care and support. Records reviewed show people are encouraged to maintain their independence wherever possible. Care is delivered in accordance with individual preferences, abilities and desired outcomes. Care plans are written in a person-centred manner and contain detailed information about what is important to people, their communication needs, routines and strengths. Daily records demonstrate care staff respect people's choices, including occasions where individuals decline support and choose to undertake tasks independently.

People benefit from care and support that recognises their individual identity and promotes their well-being. Personal plans reflect people's preferred methods of communication and contain practical guidance for care staff on how to support individuals effectively. We saw examples of people's linguistic and cultural needs being recognised, including support for people whose first language is Welsh. Feedback from relatives confirms care staff make efforts to communicate in Welsh and engage people through meaningful interactions that promote well-being and inclusion. A relative reported care staff singing Welsh songs with people during their visits.

People are protected from abuse and neglect. Individuals and relatives tell us they know who to contact should concerns arise and describe management as approachable and responsive. We were told when people have contacted the office, the manager has responded promptly. Care staff demonstrate an understanding of safeguarding responsibilities and provide examples of reporting concerns and escalating changes in people's needs. A service user guide is available and contains information about making complaints and raising concerns.

People are supported to develop and maintain positive relationships. Relatives describe warm and meaningful relationships between people and care staff. They provided examples of care staff taking time to engage in conversations about interests, culture and personal experiences. Care records identify important family and community connections, and people are supported to maintain these relationships. Relatives report good communication with the service and describe care staff as friendly, approachable and willing to spend time with people beyond the completion of care tasks.

Feedback regarding the service is positive. People and relatives tell us care staff know them well and understand their needs and preferences. One relative described the care staff as “*brilliant*”, and another told us, “*We couldn’t manage without them, to be honest*.”

Care & Support — Good

People receive care and support that is based on comprehensive assessments of need and is reviewed in response to changing circumstances. Records demonstrate the service gathers detailed information about people's health, abilities, preferences, communication needs and desired outcomes. Historical information is maintained, allowing care staff and managers to identify changes over time and adapt support accordingly. Personal plans are detailed, person-centred and outcome-focused, providing care staff with clear guidance on how care should be delivered.

People benefit from care planning that promotes positive outcomes while recognising and managing risks. Risk management measures are integrated throughout care plans and demonstrate clear links between assessed needs and planned interventions. Risk assessments are embedded within care records and address identified risks such as falls, mobility difficulties, skin integrity concerns, nutrition and communication needs. Personal plans provide clear information for care staff regarding health conditions, signs of deterioration and when concerns should be escalated. The service is investing in a new digital care planning system which will better meet their needs. It will allow them to more effectively capture information and better evaluate risks.

People are supported through effective partnership working with health and social care professionals. Records demonstrate engagement with district nurses, occupational therapists and local authority professionals. Professional feedback is positive and indicates the provider works collaboratively with external agencies to meet people's needs. A healthcare professional reported confidence in the care delivered and described management and care staff as approachable, responsive and willing to work jointly to achieve positive outcomes for people using the service. Other professional feedback includes, "*They are always willing to work with us to amend care and support to meet the citizen's needs, they are happy to complete joint visits if required.*" Professionals consistently told us people had formed positive relationships with their care staff.

Daily records provide an accurate account of care delivered, changes in well-being and occasions where support is refused. Relatives' express confidence in care staffs' ability to identify deterioration and seek timely intervention from family members, health professionals or emergency services when required. Rotas reviewed broadly support continuity of care, with people generally receiving support from a relatively consistent group of staff.

Care staff currently only administer topical medication, such as prescribed creams. These are administered carefully and as prescribed. There is a clear medication policy in place and care staff receive medication training. The service is currently looking into ways to strengthen their record keeping regarding topical medication.

Leadership & Management — Good

The service demonstrates effective leadership and management arrangements which support the delivery of care and ongoing service development. Since the previous inspection, the provider has taken steps to strengthen governance arrangements. We saw evidence of RI visits, quality of care reports and a range of monitoring activities being undertaken. RI visits include engagement with people receiving support and gather feedback about their experiences of care. The annual return has been completed and published on the provider's website, demonstrating compliance with regulatory requirements.

People, relatives, staff and professionals consistently describe management as approachable, accessible and responsive. Care staff report feeling supported and confident to raise concerns. Professional stakeholders provide positive feedback regarding communication with managers and their willingness to work collaboratively to meet people's needs. External professionals describe managers as flexible, approachable and committed to supporting positive outcomes for individuals receiving care.

The service has arrangements in place to support a skilled and competent workforce. Care staff tell us they receive induction, shadowing opportunities and training before working independently. Ongoing access to face-to-face and online learning is available. Supervision records demonstrate regular discussions covering practice, performance, staff well-being and professional development. Recruitment files contain the required checks, including references, right-to-work documentation and disclosure and barring service information. Systems are also in place to monitor registration with Social Care Wales (the workforce regulator). Health and social care professionals were consistently complementary about care staff. One professional told us staff are, "…*polite, and hardworking and in many cases, they have a good rapport and relationship with the citizen themselves.*"

People are supported by care staff who have sufficient time to provide care. Rotas reviewed demonstrate travel time is allocated between visits, with at least five minutes and often more between calls. Scheduled unallocated periods indicate care staff are provided with opportunities for breaks and days off. Care staff report having enough time to travel between visits and complete planned tasks, while relatives generally describe the service as reliable and responsive to changing needs.

Quality assurance arrangements are established and include audits, spot checks and quality monitoring activities. The service has made progress in addressing previous regulatory concerns. Evidence demonstrates RI visits are now taking place, staff training is recorded and largely up to date, and care staff report positive support from management. These actions demonstrate improvement since the last inspection and indicate a commitment to strengthening oversight arrangements. The area for improvement from the last inspection has now been met.

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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