Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

SL Healthcare Agency Ltd

15, Neptune Court, Vanguard Way, Cardiff, CF24 5PJ

02920028732

Date(s) of inspection visit(s): 31/07/2025, 05/08/2025

Service Information:

Operated by:	SL Healthcare Agency Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

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

Summary:

SL Healthcare Agency Ltd, registered in January 2024, provides domiciliary services in the Cardiff and Vale regional area.
The service provider is dedicated to continuous improvement, investing in robust systems and processes to deliver good quality and safe care. Significant progress has been made so far, although there are still areas that require further development and embedment.
People's well-being is rated as good. The service treats people with dignity and respect, empowering them to share their views and experiences to enhance their quality of care.
Overall, the care and support provided meet people's personal outcomes and expectations and are rated as good. People and their relatives praise the care they receive. They have developed positive relationships with familiar and friendly care staff. Care documentation is in place to help staff understand the needs and preferences of people, although it lacks personalisation and detail.
On balance, the leadership and management are rated as good because the service is well-led. The manager and responsible individual (RI) closely monitor the quality of the service and drive improvement. The RI is developing internal audits to help monitor and evaluate the service, identifying any patterns or trends for improvement. Although people receive their calls, they are not always on time, which can impact them. The provider is committed to ensuring that necessary improvements are made.

Findings:

Well-being — Good

Care staff at the service demonstrate dignity and respect in their approach, helping people feel comfortable and safe. Whenever possible, the same staff members are assigned to support people, a practice that is highly valued as it fosters meaningful rapport built on trust and mutual respect. Although continuity of care is provided and scheduled visits take place, calls are not always punctual, and people are not informed if care staff will be delayed. Staff have expressed that they deliver 'professional and genuine care,' enabling people to live independently in their own homes with the support they require.

The service is committed to upholding people's rights. They ensure people and their representatives are actively involved in creating their personal plans, so each person's preferences are respected. Regular consultations empower people to share their views and experiences, making them feel heard and valued. Their feedback is actively used to drive ongoing improvement within the service. People receive clear, written information outlining what they can expect from the service, including a statement of purpose document. This document is currently being revised to more clearly explain how domiciliary support is arranged and delivered. While the service does not yet support Welsh speakers or actively promote the Welsh language and culture, it has successfully matched staff with people who speak other languages. This approach strengthens communication and fosters a more inclusive environment.

The service is committed to protecting people from harm and neglect. Updated policies and procedures clearly outline staff expectations and are regularly revised to reflect current guidance. Care staff are recruited safely and receive appropriate training in safeguarding adults at risk. They fully understand their responsibilities and know how to report any concerns regarding those they support. Both people receiving care and their relatives expressed confidence in raising concerns, praising the management's prompt and effective responses. Personal plans and risk assessments are basic and hold minimal personalised information. While people consistently receive their prescribed medication, improved oversight of the process is necessary. People reported feeling safe with the care staff who visit them. Accidents and incidents are documented, and care staff take prompt action to safeguard people from harm. One relative shared that they feel reassured because care staff "*Always help and keep them informed of any events.*"

People receiving care and their relatives, expressed strong confidence in the leadership team. Leaders are approachable, visible, and actively support care staff in their daily responsibilities. Care staff shared positive feedback, saying, *"You can always ask for help," and "Management are open to hearing our views, which makes a difference."* People benefit from care staff who are well-trained and knowledgeable about their individual needs and conditions. All care staff rated their

training as good or excellent. One care worker noted, *“The service gives us opportunities to build our skills through training, which helps you feel more confident in your role.”*

Care & Support — Good

People are well-informed about what to expect from the service. An information pack is available in their homes. This includes essential details for emergency services for health professionals, ensuring they are fully informed about the person's key care and health information. The service values people's feedback and includes information within the pack for them to share their experiences. A relative mentioned, *"Whenever we have queries or concerns, the office always responds immediately."*

The service engages directly with people and their relatives to understand their needs and preferences, ensuring support provided is appropriately tailored. Personal plans are created collaboratively with each person, promoting their inclusion and empowering them to take an active role in their care and support. These plans are crucial for guiding care staff in delivering desired outcomes and recognising any associated risks. However, some care records lack sufficient personalisation and detail in important areas, particularly concerning risk management. Therefore, outcomes for people require improvement because this could lead to incorrect care and support. The service provider acknowledges these gaps and is actively working to resolve them. A relative commented, *"There has been a huge benefit to my relative's health and well-being due to the care received from the service."* While another person said, *"The support helps me to live independently at home*." People consistently describe care staff as knowledgeable, compassionate, and respectful. Based on the experiences shared and the consistently positive outcomes, we have rated the service as good, reflecting its strong reputation and good standards of care.

People receive their medication in a safe and timely manner. Staff follow a formal medication policy, which is currently being updated to reflect the latest guidelines. All staff complete medication training and are observed to ensure they are confident in administering medication. To further support staff competence, the provider is introducing a formal competency assessment. Care staff record each instance of medication administration, and this process is closely monitored. In addition, formal audits are being established to review medication records, enabling the identification of patterns and trends to drive ongoing improvement.

People benefit from effective infection control measures that minimise the spread of infection. Staff are well-trained and understand the importance of safely applying and disposing of Personal Protective Equipment (PPE). Their practices are closely observed to ensure vigilance. PPE is readily available, and care staff regularly collect it from the office. A relative mentioned that care staff consistently maintain high PPE standards.

Leadership & Management — Good

The service was registered in January 2024 and has been steadily expanding since its introduction. The dedicated leadership team is committed to ongoing improvement, with a strong focus on maintaining high standards of care and support to provide a positive experience for everyone. While most systems and processes are already in place, the service provider is now enhancing them further to achieve full effectiveness and seamless integration.

The RI is actively involved in daily operations, working alongside the management team and care staff to monitor and embed best practices. This approach enables the RI to fully understand both the needs and preferences of those they support, as well as the skills and strengths of the staff team. Acting as a mentor, the RI provides guidance and support to care staff. The manager leads the service with a strong emphasis on safe and effective care delivery. Care staff consistently describe the leadership team as *"Professional, supportive, nurturing, compassionate, and highly effective in communication and responsiveness."* The service regularly reviews and updates its policies and procedures, ensuring care staff have access to the most up-to-date guidance. Concerns and safeguarding issues are promptly addressed, with problems resolved and lessons learned to continually improve the service. People using the service and their relatives highly commend the leadership team's responsiveness, which fosters trust and confidence in the quality of care provided.

The RI regularly seeks feedback from people and uses this input to inform service improvements. Reports are produced to evaluate both the quality and safety of the service, and these processes are being further strengthened. However, we found the absence of internal audits which hinders effective monitoring of the service. Outcomes for people require improvement because there could be missed opportunities for learning, development, and improvement. The service provider is actively addressing these issues. Overall, we rate the leadership and management as good, recognising their commitment to continuous improvement and to maintaining good standards of care that consistently meet people's personal outcomes and expectations.

People generally receive the care they need, but not always at the appropriate time. Call records show that while calls are made, they frequently occur earlier or later than scheduled. People expressed care staff's punctuality needs improvement and would like to be informed when staff are delayed. Care staff has also noted the scheduling of calls requires attention, as it sometimes leaves them feeling rushed. This concern is repeatedly highlighted in feedback surveys. In response, the service provider has appointed a care coordinator to improve call scheduling and monitor punctuality. The aim is to address these issues and enhance service delivery. Despite ongoing

challenges, most people receive care from a consistent group of care staff, which they highly value for the sense of continuity it brings. Care staff report building strong, trusting relationships with the people they support and often go above and beyond to ensure comfort and dignity. Nevertheless, outcomes for people need improvement, as inconsistent call scheduling may compromise their care and safety. The service provider is actively working to resolve these issues.

People are safeguarded through rigorous staff recruitment and vetting processes. Care staff undergo comprehensive induction training and receive additional specialised training to understand the needs and conditions of those they support. A relative described the care staff as *'well-trained and knowledgeable.'* New staff are given the opportunity to shadow experienced mentors before working independently. Regular supervisions and spot checks provide care staff with ongoing support and opportunities for professional development. Care staff expressed that the team and leadership work cohesively and are highly 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.

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
Personal plan lacked personalisation and detail and risks were not fully assessed and mitigated which can lead to incorrect care and support for people.	31/07/25
Enhance the scheduling and management of call times, and ensure people are informed when care staff are late to prevent risks and improve reliability.	31/07/25
The provider's lack of consistent and effective monitoring systems has failed to identify issues or areas for improvement, which can compromise the care, health, well-being, and safety of individuals.	31/07/25

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

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