Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

P&N Healthcare Services Ltd

Unit 29 Orion Suite, Enterprise Way, Newport, NP20 2DX

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The inspection visits for this service took place between 20/01/2026 and 23/01/2026

Service Information:

Operated by:	P&N Healthcare Services LTD
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

P&N Healthcare Services LTD provides domiciliary support to people in their own homes across the Gwent area, offering care to adults aged 18 and over who may require personal care, are regaining health following illness, or are living with dementia, long-term illnesses, sensory impairments, learning disabilities, mental health needs, or physical disabilities.

People experience consistently high levels of well-being, with strong voice, choice and control over their daily lives and feel safe, listened to and respected. We rated the well-being theme as excellent.

Care and support is person-centred, responsive and delivered with compassion, underpinned by detailed personal plans, effective risk management and timely access to healthcare. As a result, we rated the care and support theme as excellent.

Leadership and management is strong, visible and proactive, supported by robust governance arrangements, safe recruitment practices and a positive culture of reflection and continuous improvement. Staff feel valued and well supported, contributing to stable, consistent care delivery. Therefore, we rated the leadership and management theme as excellent.

The service provides high-quality, person-centred care with clear systems that promote safety, dignity and positive outcomes for the people using it.

Findings:

Well-being — Excellent

People experience excellent well-being at the service. People consistently described having a strong voice, choice, and control over their daily lives. People told us care staff regularly ask how they would like their care and support delivered, adapting routines to reflect personal preferences. Tools such as well-being checklists help ensure care staff maintain a person-centred focus during each interaction. People told us; "*They are always kind and treat us with dignity*. *"* and "*'I am very, very pleased, I have excellent carers. They are helpful and understanding. ", "They are on time, courteous and polite".* The approach care staff take promotes dignity, autonomy, and independence, enabling people to feel actively involved in decisions that affect them.

People feel safe, listened to, and comfortable raising concerns. People told us they are clear about who they would contact if they had a concern. People spoke positively about care staff and managers being approachable and routinely checking in with them. This creates a culture where openness is encouraged, and where people trust care staff to respond sensitively and promptly to any issues.

Personal plans clearly reflect what matters to each person and are updated regurlarly or when peoples needs change. All personal plans reviewed during inspection contained meaningful information about people's routines, preferences, and health needs. Personal plans are detailed and individualised, demonstrating thorough assessment and ongoing review. Overall, personal plans show that staff understand the individuals they support and use this knowledge to tailor their care effectively.

People experience positive outcomes in relation to their physical health, emotional well-being, and independence. Care staff respond promptly when health concerns arise, making timely referrals to health professionals. People told us they feel well supported and confident that care staff act quickly when needed. Documentation reviewed at inspection evidenced proactive monitoring and good communication with external healthcare agencies. This promotes early identification of changes in health and supports people to maintain their well-being for as long as possible.

Overall, the service demonstrates a strong, embedded culture of person-centred care. People's choices are central to how they receive support from care staff. Their voices are heard and respected. Their well-being is actively promoted through consistent, compassionate, and

responsive support. The service's focus on individual strengths, preferences, and outcomes ensures that people experience a high quality of life and feel safe, valued, and have control over their day-to-day life.

Care & Support — Excellent

The service has a strong and clear ethos of providing person-centred care as well as supporting the well-being of care staff. Care staff demonstrate good awareness of individual needs and risks, and they adapt their approaches sensitively to ensure people receive support that is both appropriate and respectful. People told us care staff take time to understand how they prefer tasks to be carried out and approach their work in a thoughtful and considerate way.

Personal plans are detailed, personalised, and reflect each person's social history, preferences, routines, and likes and dislikes. Plans clearly outline what matters to individuals and provide care staff with a strong basis for delivering consistent, person-centred support.

Care staff understand the people they support and provide care with consistency and compassion. People described care staff as *"Supportive and attentive"*, explaining that they appreciate having regular care staff who know them well and "*go the extra mile*" when needed. This consistency contributes to positive relationships and helps people feel secure, valued, and well supported.

Care documentation is clear, accurate, and reflective of day-to-day practice. Daily notes aligned with what people and staff told us about the support being delivered. Personal plans were current and reviewed regularly. Overall, the quality of documentation supports safe, coordinated care.

There is effective multi-agency working, ensuring people receive timely input from health and social care professionals. We saw evidence of appropriate escalation to relevant practitioners, including occupational therapists and district nursing services when guidance or intervention was required.

Feedback from external professionals was exemplary and reflected strong partnership working. A professional told us *"Their professional approach and strong partnership working significantly enhance the quality of care delivered"* and the service is *"Very diligent in highlighting needs for people they support*". Another professional told us "*P&N Healthcare have gone above and beyond for people in the community in my experience. They are professional, caring and very good at communicating any issues"* showing a strong multidisciplinary and advocatory approach.

Medication systems are safe and well managed. Regular audits are undertaken by senior staff and managers to monitor safe practice. People told us care staff check with health professionals when clarification is required before administering medication.

Overall, the service demonstrates highly effective, compassionate, and person-centred care, with

robust systems supporting safe and responsive practice.

Leadership & Management — Excellent

Leadership is strong, visible, and proactive, with clear oversight of service quality. Managers are able to clearly explain how they monitor day-to-day practice, track emerging issues, and ensure prompt action is taken when actions or improvements are required. This approach demonstrates a deep understanding of the service and a commitment to maintaining high standards.

Governance arrangements are robust and support continuous improvement. Audits and quality reviews are carried out regularly and used effectively to inform learning across the service. Records showed routine spot checks, supervision, and clear thematic analysis following incidents. Learning from incidents is exemplary; the service undertakes extensive, systematic reviews that go beyond minimum expectations, ensuring root causes are well understood and lessons are shared consistently. Evidence showed that learning was routinely discussed across team meetings and supervision sessions, demonstrating a strong culture of open dialogue and continuous development. These systems ensure that oversight is not only consistent but also meaningful, and that learning is embedded into practice.

Care staff feel supported, valued, and well trained, which contributes to stable and consistent care delivery. Care staff speak positively about the induction processes, ongoing training, and the openness of the management team. Managers also demonstrate supportive approaches when care staff required additional guidance, ensuring developmental opportunities are meaningful and focus on reflective learning. This reinforces a culture of accountability, professional growth, and shared responsibility for quality. A care staff member told us that "*They provide a platform for workers to raise any concerns and or contributions."* and *"They provide training, they listen and act."*

Recruitment, supervision, and compliance systems are safe and aligned with regulatory expectations. Processes are robust, with appropriate pre-employment checks and oversight measures in place. All records reviewed during inspection contain the required documentation, up-to-date Disclosure and Barring Service (DBC) checks, and evidence of quarterly supervision sessions.

There is a strong culture of learning, reflection, and continuous improvement. When issues occur, managers implement clear action plans, strengthen oversight, and ensure lessons are shared appropriately. Systems are in place to monitor and evaluate the service's performance. The Responsible Individual (RI) completes a 3 monthly report that shows they observe staff interacting

with people, speak with staff, and review how the service is delivered. The RI and manager maintain a strong presence within the service and engage positively with people, their representatives, and staff.

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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