Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Riverbank Home Care Ltd

10 Wynne Close, Rhuddlan, Rhyl, LL18 5RR

07881100727

www.riverbankhomecare.com

Date(s) of inspection visit(s): 15/07/2025

Service Information:

Operated by:	Riverbank Home Care Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Riverbank Home Care Ltd is a domiciliary support service. The office is located close to the village of Rhuddlan and local amenities. This is the first inspection for the service since being registered with Care Inspectorate Wales.

Wellbeing is good because people and relatives are very happy with the service they receive and are highly complementary about the support staff and management. Care and support is good because support staff meet people's needs effectively; they know them well and provide consistency and good company. Personal plans are being further enhanced to reflect the person-centred care and support being delivered.

Leadership and management is good because the staff team are very well supported, receive training and have opportunities for learning and development. Support staff comments on what is working well include excellent management, teamwork and structure. Staff wellbeing is considered, including having the time they need to carry out calls, take their breaks and work time preferences are accommodated where possible.

There are quality assurance systems and processes to provide good oversight of the service. The Responsible Individual (RI) is also the manager. The RI is completing the quality-of-care review

collecting information and feedback to make any improvements to the service.

Findings:

Well-being — Good

People have control over their lives. They are encouraged to do as much for themselves as possible so they can continue to be independent. Their choices and preferences are understood and respected by support staff. The RI provided examples of how they have supported people to re gain control, for example, of their own medication to reduce stress and worry. Relatives told us they commend the way the RI works with support staff and communicates with people to prevent them having to stay in hospital or go into care homes. This is not what they or their loved ones want. The service promotes the Active Offer of Welsh. The RI speaks fluent Welsh; support staff are also encouraged to use Welsh phrases and sentences with people. Information can be translated as required. Peoples physical, mental and emotional wellbeing needs are effectively met by support staff who are kind, patient and spend time with them. Personal plans include information about health conditions, equipment needed and professionals involved in peoples care and support. Professionals commented *"I can't credit this care agency enough. And I have been incredibly impressed with their professionalism and expertise".* The RI provided examples of support which has made a real difference and enhanced people's lives. This includes assisting them to try things for the first time. Support staff also have the capacity to go over call times to sit and chat with people who live alone and look forward to having company. People's comments about support staff include they *"Come in, say hello. Always have something nice to say to me", "Tell me take your time, take as long as you like"* and they *"Spend time with you".* Support staff also complete food shops or order meal deliveries for people if they don't have much food in or their families live away. A person told us they feed their pet which they don't have to do.

People benefit from having positive relationships with support staff. People's comments about support staff include *"Very happy, gelled with all of them",* they are *"Kind and lovely to me"* and *"Call them my family".* Relatives told us support staff provide *"Support for me as well as mum".* The RI told us they inform relatives of other assistance available to them for example carers assessments.

People are safe and protected from harm. People, relatives and support staff told us they are able to raise any issues and these are responded to.

Care & Support — Good

People have personal plans in place. People and relatives are involved in assessments and other information about people's support needs is obtained from the local authority and other professionals. On the day we visited the RI had been out to complete an assessment and spoke about the process. A messaging group is used to communicate quickly with support staff about peoples care and support needs if there are any updates, changes and for information purposes.

People are offered good quality care and support. Relatives commented, *"Been very happy with care received from agency", "Very approachable and personal service", "Nothing's too much trouble"* and there is *"Nothing they wouldn't do".* Professionals said *"They are so very patient focused, always with the client at the centre. They work well with families. And are always flexible to the needs of the service user".* Relatives commented *"Always quite flexible, work around us for care to suit mum".* People's personal plans provide information about their care and support needs and how they want these and their outcomes to be met. Relative's commented *"We are indebted to Riverbank Home Care Ltd for enabling him to remain home with the support of the community District Nurses".* Professionals told us *"The carers are very capable and pleasant at all times, and extremely professional. They are all willing to learn and embrace new practices and techniques".*

Support staff are able to spend time with people during each call. Relatives commented *"They arrive on time at every shift"* and *"Carers are kind and reliable, always turn up".* Rotas are provided in advance and support staff told us *"The rounds are very structured and work very well", "Everything about the service is working well*" and *"The clients are happy and grateful and love chatting along as we complete set tasks".* When asked about the service they receive, people and relatives commented, *"Lovely, wouldn't change for a million dollars", "Wouldn't be like I am today, lucky to find them", "Look on ourselves as lucky"* and *"Absolutely changed my life".* Relatives and support staff told us the care and support is "Excellent".

People are protected from harm. Support staff receive safeguarding training and there are policies in place for safeguarding and complaints.

Peoples risk of infection is managed safely. There is a policy in place for infection control and support staff have access to personal protective equipment.

Leadership & Management — Good

People are supported by a small, motivated staff team who are recruited, supported and trained in their roles. The RI will be making recruitment processes more robust. Some support staff are registered with Social Care Wales, the workforce regulator or are in the process.

Support staff feel very well supported in their roles. New support staff shadow experienced members of staff before carrying out calls on their own. Staff supervisions and team meetings are held more often than required. Support staff commented on *"Having a supportive manager who is on hand to help or answer any questions at any given time"* and *"A very approachable boss, we know exactly what she requires of her staff, the standards are very high".* Support staff told us *"Everyone is very supportive and communicate very well", "We're a small team and all get along and work well together"* and it is a *"Good team to be part of".* An on-call system is in place for staff requiring assistance out of office hours.

Training is provided for support staff who told us their opportunities for learning and development are excellent. Professional's comments include *"The calibre of the team is outstanding. I would have no hesitation whatsoever in endorsing them"* and *"They exceed all my expectations".* People and relatives are highly complementary about support staff. They told us they *"Deserve a gold star, every one of them"* and a *"Pat on the back to all of them".*

There is good oversight of the service. The RI is also the manager who is supported by a deputy manager. Support staff commented on *"Excellent management".* Policies are reviewed as needed. The RI is completing the six-monthly quality of care review to make improvements to the service. Examples of shared practice and lessons learnt have helped improve service delivery. Support staff told us *"As a whole the business is run extremely well".* Relative's commented *"A very impressive hands-on service by the impressively qualified Nurse led manager who has chosen her staff efficiently".* They said *"We are delighted with Riverbank Home Care and feel blessed to have been introduced to it by our local council. It deserves to do well and we wish the team ongoing success".*

A positive and compassionate culture is promoted. The RI listens to support staff, welcomes new ideas and gives positive feedback to them about any compliments received. Consideration is given to staff welfare. This includes support staff being offered preferred work times, ensuring they have adequate breaks and they are actively encouraged to take their annual leave. Support staff told us the RI *"Takes care of her staff and takes care of her clients"* and *"We have happy clients, happy employees".*

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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