Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Saannie Medical Services

Unit 7a Bear Lane, Newtown, SY16 2QZ

07403484549

The inspection visits for this service took place between 11/12/2025 and 12/12/2025

Service Information:

Operated by:	SAANNIE MEDICAL SERVICES LIMITED
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and 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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Saannie Medical Services ltd is a Domiciliary care service which operates from offices in Newtown, Mid Wales. The service provides support for people in their own homes across Powys.

People experience excellent well-being. People are listened to and treated with dignity and respect by the care and management team. People play a vital role in the planning and review of their care and have regular communication with the Responsible Individual (RI) to influence decisions about their care and the service in general. The support people receive enables them to remain as independent as possible in their own homes.

People have excellent Care and support. Care plans are written with people and contain detailed information about them and what matters to them. People are highly complementary about the care workers who support them safely, consistently, punctually and in a very friendly manner. Medication support is managed well in the service.

Leadership and management is excellent. There is a valued and highly respected RI in the service who is also overseeing the service at present whilst supporting the trainee manager. There are highly effective and robust procedures in place to oversee the service ensuring it consistently meets the changing needs of people. There are excellent procedures in place to recruit, support and train staff effectively as well as giving them ongoing support in their roles and development.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives and are treated with dignity and respect. Saannie listens to people to understand their likes and preferences from the onset of assessment and throughout their care provision. People are encouraged to take an active role in the production and review of their care plan and ensure what matters to them is captured. Family members and/or advocates support with this when needed. Personal plans are detailed and individualised to reflect people's needs and how care staff can support them effectively to meet them. Care staff are friendly and motivated to support people in the best way they can. Feeback from people receiving the service was overwhelmingly positive and comments included: "It is a pleasure to see them in the morning", "*The care given is professional and caring" and "the staff team always goes extra mile*". A professional also said: "*Saannie Medical Services has been a reliable partner in supporting client wellbeing and fostering positive, sustainable outcomes for our community*".

People are safe and protected from abuse and neglect. Care staff undertake multiple training courses at Saannie to ensure they have the necessary skills and knowledge to provide safe and effective care to people. This training includes safeguarding training. Care staff have a good understanding of their roles in reporting any concerns they may have. The provider has safe and vigorous recruitment procedures in place to ensure all staff are vetted and suitable to work within the caring field in peoples own homes. Detailed risk assessments are in place to minimise risks to people and care staff when supporting them. The RI carries out welfare checks as part of his visits with people to support and sign post them to additional services should they need additional support with other matters besides their care. One person said, "I cannot fault the carers in anything and the owner of the business always check either on the phone or in person every couple of months, to make sure I am ok and if I need any additional support".

People are supported to cultivate safe and healthy relationships. People commended the friendliness of staff in the service and their reliability and adaptability, one person said "I believe they are one of the best in this area I have seen for a long time considering how rural my address is to have care delivered regularly and on time is fantastic" and "they often adjust when I want my call times changing and cancellations are accommodated". People told us they have familiar care staff visiting them routinely and have built up a good rapport with them and enjoy their company as friends. People shared how "wonderful" it is that care staff were making a conscious effort to learn and speak Welsh to them, which was even more appreciated as they were all overseas workers. People told us they enjoy their care visits and the camaraderie they have with the care workers is "lovely". This was echoed from feedback received from an involved professional: "Their dedication to cultural sensitivity and respect enhances the quality of care provided".

Care & Support — Excellent

People receive excellent quality care and support to achieve their personal outcomes. We looked at care files and personal plans and found all those viewed to contain good details about people and their history, family, likes and dislikes and what is important to them. The information available for care workers is very detailed and enables them to support people effectively whilst still enabling them to do what they can for themselves, maintaining and promoting their independence. Personal plans are written with people, and we saw signatures in place confirming. Feedback from people also confirmed their involvement in the whole process from assessment, personal plan writing and regular reviews. Comments included: "*They sat here and did the care plan with me, and often call and check if everything is ok, they always ask if I'm ok thought too which is lovely*" and "*they went through everything with me in my file and it reads well, its basically just me in ink".* A professional also said "*Their timely assessments, culturally sensitive practice, and holistic approach ensure clients receive comprehensive support. These factors give me confidence that individuals referred will experience respectful, effective, and well-coordinated care"*

People are protected from harm and abuse. People are supported by regular and consistent care workers who have built trusting relationships with them and can recognise when something is wrong. People told us they feel comfortable with care workers and can speak to them if they have any worries. The RI visits people and undertakes welfare checks to ensure people are getting the support they need whilst living in such rural areas. Care workers are up to date with Safeguarding training, and the provider has safeguarding policies and procedures in place that are reviewed routinely to ensure they contain up to date legislation. Feedback from professionals around the approach of the provider was very positive: "*they provide consistent reliability, compassionate client care, and have strong communication with support teams.".*

People are supported with their medication effectively. Medication administration record (MAR) charts are completed in people's homes as well as electronically so the service can monitor and observe any issues in real time. We looked at a sample of these records and found no gaps or concerns. Care staff receive competency-based medication training, and we saw transparency in the service to report any medication errors which have been very few. Care workers know the people they support well and can recognise any signs of ill health, and this was evident in care records where prompt action has been taken to seek further support from health professionals such as the GP or district nurse. Care workers are supplied with sufficient supplies of personal protective equipment (PPE). Care workers were observed using these effectively. Care workers are also trained in infection control and prevention which minimises the risk for people.

Leadership & Management — Excellent

People are supported by a service with excellent organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. There is a very positive culture in the service where people and staff are valued and supported. Regular audits take place to ensure all is well and to minimise issues. These include care files, personnel files, medication audits and more. Each person supported and each care worker has a checklist whereby all aspect of their care or professional development is logged, reviewed and updated as needed. The RI either visits or makes a designated call to each person receiving the service at least three monthly to ensure they are satisfied with the service, identify improvements if needed and to ensure they are ok and if any additional support is needed. The RI is also visible in the office routinely and supports the management team and care staff to ensure a smooth and efficient service. The RI completes the required bi-annual Quality of care review as required by the regulations as well as prompt completion and submission of notifications when needed. Any issues detected from the oversight in place is logged and prompt action taken to rectify the issue. The provider has policies and procedures in place to support the running of the service, and the Statement of Purpose reflects the service well.

People are supported by motivated and efficient staff who are recruited safely, valued and trained in their roles. The provider has robust procedures in place to recruit and vet new care workers. We looked at personnel files and saw documentation to evidence safe recruitment, including ID and background checks, references and up to date Disclosure and Barring Service (DBS) checks. Staff receive regular quarterly supervision and annual appraisals and complete regular and updated training which ensures they have the necessary skills to carry out their roles effectively. Care workers are supported to register with the workforce regulator Social Care Wales. Regular team and management meetings take place, so staff can communicate any difficulties or issues they have, as well as a communication channel through a private social media chat. The provider issues a monthly newsletter to people and staff so that any special events are highlighted and celebrated across the team.

The provider has a very caring nature to staff and supports them with any issues that they may have. We saw regular welfare checks and chats take place to ensure care workers are settling in to their new roles or locations as well as checking in on staff if they have been unwell or off work for other reasons to offer support. We received very positive feedback from staff, and this was mostly excellent, with the majority saying they feel the service is excellent to work for. Comments include "*The services addresses physical, emotional and social needs contributing to my overall wellbeing as a staff member*", "*The company cares about your progress and wellbeing*" and "*the recruitment process and onboarding is very supportive, given prospective employees the opportunity to strive in the field of domiciliary care support*."

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2025.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.