Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

PCA

The Forest, Newtown, SY16 4DW

07763566589

Date of Inspection Visit: 22.05.2026

Service Information:

Operated by:	Principle Care 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 anticipates, identifies and meets the Welsh language and cultural needs of people.

Ratings:

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

Summary:

Principle Care Agency Ltd (PCA) provides personalised support to adults with learning disabilities and complex health and social care needs in their own homes. They also offer respite support services to children and young people. This inspection relates to the adult service.

People experience positive wellbeing outcomes through consistent, person-centred support from a skilled staff team, which promotes independence, choice and control while upholding individuals' rights, privacy and dignity.

Care and support is consistently good, with evidence of a focus upon person centred practice. Personal plans reflect individual's needs, preferences and what matters to them supported by effective risk assessments.

Leadership and management is effective with the Responsible Individual (RI) demonstrating clear oversight and proactively identifying areas of improvement, although the service must ensure all care workers receive supervision regularly. This is an area for improvement. Staff told us they feel supported by the manager and the RI, are suitably trained to do their job and are supported by effective policies and safeguarding procedures.

Findings:

Well-being — Good

People have choice and control over their day-to-day lives. We saw support staff are attentive, respond promptly to needs and preferences, and demonstrate a good understanding of individual needs. They communicate effectively in ways which suit people and encourage different methods to express wishes and feelings. People appeared relaxed and comfortable in the presence of staff, who converse in a friendly, caring and respectful way. Staff encourage people to express themselves and make choices about meals and activities which matter to them. People's support is activity-led and reflects their individual preferences, interests and goals. People are supported and encouraged to be as independent and active as possible. We saw people were positively occupied and stimulated. People's representatives told us they are happy with the support provided, as it is tailored to people.

Leaders and staff demonstrate a strong commitment to listening to people and supporting informed decision-making. People are enabled to achieve self-directed outcomes while maintaining their physical, mental and emotional wellbeing. Structured activities and opportunities to develop life skills promote engagement, independence and personal growth. We spoke with one person using the service and observed interactions with staff, which showed a good understanding of the person's needs. The person appeared relaxed, smiling and engaged, and showed interest in speaking with the Inspector. Staff are attentive and person-centred, allowing the individual time and space to decide whether to engage.

Staff receive appropriate training, including safeguarding and risk assessments are in place to protect people from harm. People are supported to access healthcare services for their physical and mental health needs. The service provider works collaboratively with external professionals to ensure these needs are effectively met. The service demonstrates a clear focus on developing people's life skills to promote independence, wellbeing and readiness for independent living. Professionals told us support is person-centred and provided consistently. We saw flexible and creative approaches developed with people to manage risks early and reduce the likelihood of harm. Staff show a clear understanding of safety, balancing risk with positive outcomes to support wellbeing and community involvement.

The service has an accessible service user guide explaining how to raise concerns or complaints. The provider will ensure people are effectively supported to access independent advocacy where needed. We were assured this will be prioritised by the manager and RI.

Care & Support — Good

People receive consistently good quality care and support. The provider completes thorough assessments of individuals' needs, desired outcomes and potential impact on others before agreeing to provide support. Comprehensive information is gathered from individuals and their representatives to inform decision-making and ensure needs can be met. Care plans are robust and clearly reflect individuals' needs, preferences, goals and personal outcomes related to health and wellbeing. People are supported to attend health appointments, and ongoing contact is maintained with social care professionals to ensure support remains appropriate. Personal plans and risk assessments reflect how people wish to be supported. However, we found people are not meaningfully involved in their reviews. While coordinated input from professionals and representatives supports planning and reviews, further work is needed to ensure individuals are actively involved. This may require creative approaches due to complex social and emotional needs. We are assured the provider is now taking the required actions.

The provider keeps representatives informed of daily events. Daily records are detailed and thorough, recognising their importance in supporting people, particularly where incidents may affect the whole day. We observed staff interacting with people in a highly responsive and respectful manner, demonstrating a clear understanding of their preferences, particularly in relation to recreation. Recreation activities include supported walks in the community, visits to parks or nature areas, and outdoor sensory activities tailored to the person's needs. Staff ensure these activities are structured, timely and aligned with the person's emotional wellbeing. Other creative activities, include drawing and painting and these are kept in memory books. We saw no two days are the same, with staff promoting varied and meaningful experiences for people.

There are effective safeguarding systems in place to protect people from harm and abuse. These arrangements include a strong programme of staff training, clear reporting processes and regular risk review, which support people to feel safe. Staff understand and follow the Wales Safeguarding Procedures and people's representatives we spoke with told us people's dignity is consistently upheld. Staff have the knowledge and skills to minimise restrictive practice while promoting safety and independence.

Staff effectively follow risk management plans to support and reassure people when they are agitated or distressed. They seek specialist input promptly and maintain strong communication with professionals when needs change. Regular multi-disciplinary reviews ensure care remains responsive and aligned with best practice. Medication is well-managed, with safe storage, clear processes and regular audits. Staff balance safety with autonomy through reflective practice and ongoing risk review.

Leadership & Management — Good

There are effective arrangements in place to maintain oversight and monitor the quality of the service. The RI undertakes regular three-monthly visits, meeting with people and staff. Feedback is sought to strengthen practice and address issues promptly and recognise good performance. Quality of Care reviews demonstrate the RI identifies and addresses actions to improve the service. The manager provides support to staff, including their emotional wellbeing and oversees the day-to-day management of the service. Staff meetings are held to discuss staffing, improvements needed in care delivery and training.

Staff have access to a wide range of in-house and specialist training, including epilepsy, to support individuals' health and physical needs. New staff are required to complete a structured induction programme designed to ensure they are fully prepared for their role. This includes an introduction to organisational policies, procedures, safeguarding responsibilities and core values. As part of their onboarding, staff undertake a period of shadowing experienced colleagues, allowing them to observe best practice, develop practical skills and build confidence in delivering care and support. In addition, staff are supported to complete relevant specialist training tailored to the needs of the individuals they support, ensuring they have the knowledge and competence to provide safe, effective and person-centred care. This structured approach strengthens staff competence and ongoing professional development. Staff told us they have good opportunities to develop their knowledge and skills, enabling consistent support across the service.

Policies and procedures are appropriate, understood by staff and support safeguarding practice. Risk management arrangements are clear, with contingency plans in place to ensure continuity of care. All support staff are registered with Social Care Wales, the workforce regulator and meet required qualification standards. Recruitment and vetting processes are robust, including timely Disclosure and Barring Service (DBS) checks.

Staff told us they feel supported in their roles and have access to management guidance and support when needed. Care workers receive supervision sessions with a manager or supervisor. These sessions are meaningful and provide an appropriate space to discuss work-related issues. All staff are currently scheduled to receive their annual appraisal. However, supervision does not take place as regularly as outlined in the supervision policy and Statement of Purpose. We will follow this up at next inspection.

The manager operates an open-door policy. Staff and people's representatives told us they feel confident raising concerns. The RI has set out how they intend to strengthen governance and

improve visit reports, so they continue to reflect service action plans. The service provider submits timely notifications to relevant authorities following significant incidents, ensuring appropriate oversight and accountability.

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
People cannot be assured care staff receive quarterly supervision to support their learning and development.	22/05/26

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

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